

**Headquarters  
Department of the Army**



**Single DOIM Action Plan  
for  
Command, Control, Communications,  
Computers, and Information Management  
(C4IM)  
Common-User Services**



**6 March 2006 (v.1)**

## **Prepared by:**

The Single Directorate of Information Management (DOIM) Enterprise Action Plan Working Group was chartered by Mr. Joe Capps, Director, Network Enterprise Technology Command / 9<sup>th</sup> Army Signal Command (NETCOM/9<sup>th</sup> ASC) Enterprise Systems Technology Activity (ESTA), on 21 October 2003. Membership included representatives from each of the four Continental United States (CONUS) Regional Chief Information Offices (RCIO). The objective of the Working Group was to draft an Action Plan to bring “shadow” DOIMs into the Army Enterprise using the Single DOIM concept. The Working Group charter is attached as Appendix 1.

In accordance with a Vice Chief of Staff, Army (VCSA) directive from the February 2005 meeting of the Installation Management Board of Directors (IMBOD), a new Single DOIM Advisory Group was formed to include the original Working Group membership plus representatives from selected Army Commands, Functional Chief Information Offices (FCIO), and other stakeholders. The objective of the Advisory Group was to refine the Action Plan in preparation for final staffing and implementation. The Advisory Group charter is attached as Appendix 2.

The Installation Management Agency (IMA) / NETCOM/9<sup>th</sup> ASC Liaison and representatives of the Chief Information Office (CIO) / G-6 served in an advisory role throughout the development of this Action Plan.

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Appendix 2: Advisory Group Charter for the Single DOIM Action Plan

Appendix 3: Single DOIM Action Plan Status Briefing

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## **Executive Summary**

The Single Directorate of Information Management (DOIM) Action Plan for Common-User Services outlines a strategy to consolidate Command, Control, Communications, Computers and Information Management (C4IM) common-user baseline services within a Garrison DOIM or other information technology (IT) service provider as designated in AR 5-9, Table C2. Common-user baseline services are those services specifically identified in the C4IM Services List as “baseline” services. Services identified as “mission” services are outside the scope of this plan. This plan is also a collaborative effort to achieve server consolidation. It applies specifically to Army entities within the Continental United States (CONUS); however, the concepts can and should be used by IT service providers outside of CONUS (OCONUS) as applicable.

The Chief of Staff, Army (CSA) directed the move to one Army network that permits users to access authorized network resources regardless of where those resources or the users are located. This Action Plan is one step toward the single Army network. The Chief Information Officer (CIO)/G-6 serves as the Executive Agent for implementation of this plan.

This Action Plan is an extension of the Information Management Execution Plan Phase I and the Army Knowledge Management (AKM) Implementation Plan. It addresses compliance with AR 25-1, paragraph 3-2e, which mandates that each installation have a single DOIM responsible for delivering common-user baseline services. The installation DOIM will technically validate all installation tenant organization/activity Information Technology (IT) acquisitions, including IT contract support. Tenant activities and organizations will coordinate with the installation DOIM prior to ordering or entering into service contracts.

As the transformation of the network occurs, “shadow” DOIMs and associated network operations (NetOps) capabilities will merge under technical control (TECHCON) of the Network Enterprise Technology Command (NETCOM)/9<sup>th</sup> Army Signal Command (ASC). “Shadow” DOIMs are defined as those entities that are currently delivering C4IM common-user baseline services outside of the Garrison DOIM organization. The transition to a single DOIM will be done through a collaborative effort with each of the system/network proponents involved. Some DOIMs are already progressing with their transformation initiatives and will continue their efforts in compliance with this Action Plan.

The Assistant Chief of Staff for Installation Management (ACSIM) and CIO/G-6 tasked the Army Audit Agency (AAA) to conduct a review of several Army garrisons to identify where multiple DOIMs exist and recommend solutions for the merger of common-user baseline services into the Garrison DOIM. These AAA audits will serve as a preliminary review and reference for developing strategies for a smooth transition.

# Single DOIM Action Plan for Common-User Services

## 1.0 BACKGROUND

Army Regulation (AR) 25-1, Army Knowledge Management and Information Technology Management mandates that each garrison/location have a single DOIM, designated by and established under the Garrison Commander. The Garrison DOIM is responsible for delivering C4IM common-user baseline services and is the single authority for validating that purchases of IT resources on the installation comply with Army standards. NETCOM/9<sup>th</sup> ASC executes TECHCON for all DOIMs and provides functional supervision through the Regional Chief Information Office (RCIO). Command authority is exercised by the owning command. For example, Installation Management Agency (IMA) DOIMs are on the IMA Table of Distribution and Allowances (TDA) and IMA exercises command authority through the IMA Regional offices, with the dual-hatted RCIOs functioning as a G6 type organization.

The DOIM is responsible for executing and implementing C4IM common-user policies, standards, architectures, programs, plans and budgets for communications and communications support, visual information, information assurance (IA), and automation support.

Implementation of the Single DOIM concept offers the following benefits:

- Collocation of services allows consolidation of support infrastructure such as manpower, education, office space, hardware, software licenses and maintenance, and network equipment.
- Streamlined delivery of C4IM common-user baseline services across the installation results in minimized cost and improves services without the addition of resources.
- Centralized servers are easier to secure physically and logically than distributed servers, improving overall network security posture.
- Increased DOIM visibility over network assets improves network security and Information Assurance Vulnerability Assessment (IAVA) compliance and protects mission operations information.
- Transition of common-user baseline services to the DOIM increases mission effectiveness by allowing more resources to be devoted to mission functions rather than IT functions.

## 2.0 INTRODUCTION

The Information Management Transition Plan, Phase I identified the requirement to implement the Single DOIM concept by realigning C4IM common-user baseline service, functions, manpower assets, and funding streams to the single Garrison DOIM. The AKM Implementation Plan, dated 1 September 2003, required assets to be identified by the DOIMs and reported through the NETCOM/9<sup>th</sup> ASC RCIOs to the IMA Region Director (RD) by 1 October 2003. The implementation of this Action Plan will further delineate those C4IM common-user baseline

services that have not yet transitioned to the Single DOIM and address the transition of those services.

### **3.0 SCOPE**

This Action Plan is applicable to all Army CONUS entities, both on and off Army installations that deliver or receive C4IM common-user baseline services (exceptions as noted in paragraph 4.0). The purpose of this plan is to consolidate common-user baseline IT services within a Garrison DOIM or other IT service provider as designated in AR 5-9, Table C2. This plan also recognizes the Garrison DOIM as the single authority for validating purchases of IT resources on the installation comply with Army standards. In addition, this plan is a collaborative effort to achieve server consolidation. The scope of this plan excludes responsibilities of mission organizations to employ IT applications and tools in their mission-specific processes and to manage information. Mission organizations will ensure that the C&A for the system is provided to the local IA office for review when connecting to the common user installation network. Though specifically addressed to the CONUS environment, the concepts in this document can and should be used by NETCOM/9<sup>th</sup> ASC Service Support Battalions in OCONUS locations.

### **4.0 EXCEPTIONS**

HQDA CIO/G6, in conjunction with ACSIM, is the only authority for granting an exception from the Single DOIM implementation; activities granted exceptions to Server Consolidation are not automatically exempted from the Single DOIM Action Plan. Effective immediately, the only exemptions from Single DOIM are the approved Army Active Directory Forests. Exceptions as noted herein will be further documented in the subsequent release of AR 25-1. Any other requests for exemption to the Single DOIM Action Plan should be prepared and submitted directly to the Army CIO/G6 for consideration.

### **5.0 CONCERNS**

In order to progress toward one Army Enterprise, DOIMs will have approved target architectures for the provision of C4IM common-user baseline services as part of the transition to Single DOIM. The objective is to increase effectiveness, promote efficiencies and increase Army standardization. CIO/G-6 will manage the C4IM computing infrastructure domains to maximize Army investments for achieving the target architectures on an Enterprise basis.

To alleviate duplication and redundancies, installation planning efforts will capitalize on other existing initiatives such as Active Directory / Exchange 2003, Area Processing Centers (APC), Internet Protocol (IP) Version 6, and Server Consolidation. In many cases the data and information collected for one effort can be utilized in another.

AR 5-20, Commercial Activities Program, directs installations to re-compete an A-76 study if the cost of the Most Efficient Organization (MEO) exceeds the 30 percent limit on cost growth. The addition of "shadow" DOIM resources raises this concern. However, the Army Office of General Counsel (OGC), Commercial Activities (CA), AAA, ACSIM, and NETCOM/9<sup>th</sup> ASC reviewed applicable provisions of AR 5-20, and determined that the movement of personnel,

equipment, and funding required by the implementation of the Single DOIM concept is a consolidation, not an expansion. Therefore, new cost comparisons will not be warranted.

## 6.0 SINGLE DOIM RESOURCING

Under the Single DOIM concept, C4IM common-user baseline services and associated IT equipment within Army organizations and installations will be migrated to the DOIM. The transfer of services may require the realignment of resources in order to ensure a commensurate level of service. The realignment of resources will be negotiated based on workload associated with the baseline services being transferred and the DOIM staffing model as developed by IMA and CIO/G-6. In each case, the staffing metrics will be plugged into the DOIM staffing model (once finalized) to determine the incremental cost associated with the workload being transferred. C4IM common-user baseline services funded by Army Working Capital Fund (AWCF) will continue to be paid on a reimbursable basis.

The resources, to name a few, include manpower, funds for operations and maintenance, hardware and software, contract dollars for present and out-year contracts, transition costs for relocation, and infrastructure costs. A-76 studies have additional resource implications when the MEO drives the operational capability and is structured for a specific C4IM baseline. Shifts to the baseline require approval processes for government operations and, if contractual support is affected, necessitate contract modifications as early in the process as the regulations allow.

It is the responsibility of the garrison to capture the funding and manpower data necessary to sustain services beyond the year of execution. It will be necessary for the stakeholders to continue contributing to sustainment requirements until the funding stream has been realigned to the consolidated service provider. This includes the programmatic requirements necessary to synchronize the execution of the flow of resources in the Planning, Programming, Budgeting, and Execution System (PPBES) process.

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A key principle of this Action Plan is to streamline operations, conserve resources, and minimize expenditures. There must be a commitment among all parties that economies realized through implementation of the Single DOIM concept will accrue to all stakeholders. Therefore, activities transferring common-user baseline services to the DOIM organization should expect a return of some portion of the resources previously dedicated to those services back to their functional missions, results varying on an installation by installation and customer by customer basis.

## 7.0 BUY-IN STRATEGY

As an initial step to achieving the Enterprise, the intent and process detailed in this action plan must be communicated to and understood by all stakeholders. In order to accomplish this:

- (1) NETCOM/9<sup>th</sup> ASC provided a brief to the CIO Executive Board (CIO EB) in May 2004 that explained the purpose, the critical aspects, and the timeline for the effort. The brief listed the implementation objectives, estimated the organizational impact, and solicited command support. Status updates continue to be provided during scheduled CIO EB meetings.



(2) At the February 2005 meeting of the Installation Management Board of Directors (IMBOD), the VCSA directed CIO/G-6, IMA, and NETCOM/9<sup>th</sup> ASC to team with the Army Commands, FCIOs, and other stakeholders in order to refine the Action Plan for final staffing and implementation. On 17 December 2005, the VCSA issued ALARACT 255/2005 directing HQDA Proponents and Major Commands to implement the July 2005 Action Plan immediately. The VCSA further directed that the Army complete this requirement NLT 30 September 2007.

(3) DOIMs will provide regular updates to their tenants and will develop a method to keep them informed of the progress. A template for this presentation is provided in Appendix 3. Because this plan requires efforts be invested by all, it is important that all are informed of their responsibilities and participate in the development of the site implementation plan.

## **8.0 STRATEGY**

Figure 1 outlines the phasing for implementing the Single DOIM concept. Projecting four phases to the strategy execution, the chart highlights the key players and stakeholders, as well as some of the actions to be accomplished to generate deliverables for each phase. Additional details are provided in the Annexes to this Action Plan.

**Figure 1. Action Plan Strategy**

Phase	Title	Who	What	Deliverables
I	Planning and Data Collection (Review and Analyze)	<ul style="list-style-type: none"> <li>All post tenants</li> <li>Off-installation service providers</li> <li>Garrison RM</li> <li>Garrison DOIM</li> <li>IMA RD, RCIO, and Plans (Advisory)</li> </ul>	<ul style="list-style-type: none"> <li>Establish working group(s) to collect data and reflect associated resources.</li> <li>Collect/review/analyze data identifying all C4IM common-user services currently performed by all installation tenants</li> <li>Develop Single DOIM transition plan</li> </ul>	<ul style="list-style-type: none"> <li>Developed plan with timelines</li> <li>Completed data sheets</li> <li>Transition Plan Decision Briefing to Senior Mission Commander/GC</li> <li>Status Plan Briefing to IMA RD</li> </ul>
II	Design (Develop and Prepare)	<ul style="list-style-type: none"> <li>All post tenants</li> <li>Off-installation service providers</li> <li>Garrison RM</li> <li>Garrison DOIM</li> <li>IMA RD, RCIO, and Plans (Advisory)</li> </ul>	<ul style="list-style-type: none"> <li>Define roles and responsibilities</li> <li>Define target architecture</li> <li>Ensure compliance with the Army's C4IM Service Management Plan and SLM CONOPS</li> <li>Declare baseline services in accordance with IMA guidance following Service Analysis Team recommendations and CLS integration/implementation</li> <li>Establish required SLAs for above-baseline services</li> <li>Identify costs and funding strategies for transfer of services and resources</li> <li>All efforts will be in support of the CIO/G-6 / Army Commands MOAs</li> </ul>	<ul style="list-style-type: none"> <li>Documentation of target architecture</li> <li>Approved SLAs (copies provided to RD)</li> <li>Resource transfer strategy and timeline</li> <li>Decision briefing to GC and Senior Mission Commander</li> <li>Status Briefing to IMA RD</li> </ul>
III	Transition	<ul style="list-style-type: none"> <li>All post tenants</li> <li>Off-installation service providers</li> <li>Garrison RM</li> <li>Garrison DOIM</li> <li>IMA RD, RCIO, and Plans (Advisory)</li> </ul>	<ul style="list-style-type: none"> <li>Establish DOIM/service provider operational control over all C4IM common-user services, to include redistribution of personnel and resources</li> <li>Prepare all documentation required for transfer of requirements and resources</li> </ul>	<ul style="list-style-type: none"> <li>All draft documents required for the transfer of C4IM resources and services</li> <li>Decision Briefing to Senior Mission Commander / Garrison Commander</li> <li>Status Briefing to IMA RD</li> </ul>
IV	Integration	<ul style="list-style-type: none"> <li>All post tenants</li> <li>Off-installation services providers</li> <li>Garrison RM</li> <li>Garrison DOIM</li> <li>IMA RD, RCIO, and Plans (Advisory)</li> </ul>	<ul style="list-style-type: none"> <li>Formalize Phase III migration efforts by finalizing changes to C4IM common-user support and resource documents</li> </ul>	<ul style="list-style-type: none"> <li>Submission of all required permanent change documents</li> <li>Notification memo to the Senior Mission Commander, GC, Army Commands, and RD confirming completion</li> </ul>

## 9.0 CURRENT RELATIONSHIPS

Operational relationships are illustrated in Figure 2. Ultimately, the IT/CIO support activities within Army Commands, Functional CIOs, etc. will remain but will provide a technical staff function rather than replicate a DOIM function.

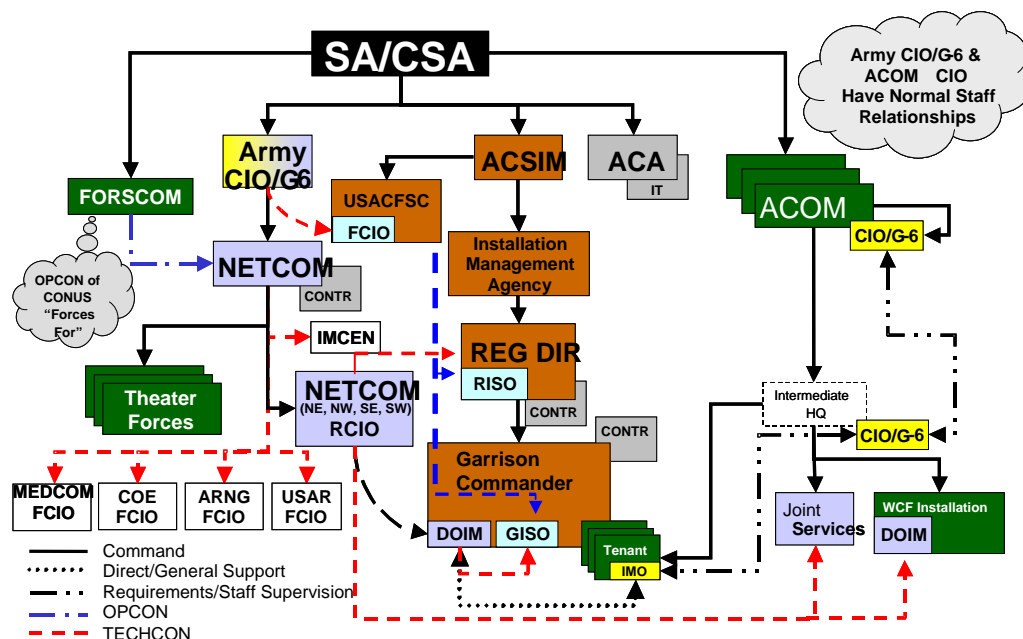


Figure 2. Operational Relationships

## 10.0 OBJECTIVE STATE

At the completion of this plan, the single common-user service provider (DOIM) at any Army installation will provide for the delivery of all C4IM common-user baseline services and will have visibility of all above baseline services and associated resources in use at their installation (exceptions as noted in this document). The Information Management Officer / Office (IMO) will serve as the primary interface between the DOIM and the supported organization(s). The IMO will manage mission unique systems, advocate for the tenant, and coordinate C4IM requirements with the supporting DOIM. NETCOM/9<sup>th</sup> ASC will provide technical control of all required network services for all Army installation and off-installation activities. Enterprise planning will address the integration of FCIOs. Each site shall be connected to an Army managed network service and no site will rely on an unprotected dial-up connection. CIO/G-6 and NETCOM/9<sup>th</sup> ASC will integrate the Single DOIM into an Enterprise CONOPS as it evolves. DOIMs will have approved target architectures for the provision of C4IM common-user baseline services that increase effectiveness, promote efficiencies and increase Army

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standardization. CIO/G-6 will manage the C4IM infrastructure portfolio to maximize Army investments for achieving the target architectures on an Enterprise basis.

## **11.0 MIGRATION STRATEGY**

Annex A addresses the integration of all installation C4IM common-user baseline services performed by “shadow” DOIMs into the single Army network as an integral part of the Army Enterprise Infostructure. Tenant activities will continue to manage mission support systems and advocate for their respective communities of interest. In some instances their missions span beyond the IMA/NETCOM geographical regions.

Annex A serves as guidance for the transition of IT common-user baseline services, as identified in Appendix 3. It defines the responsibilities, relationships, organization, processes, equipment configurations, and additional resource requirements for transitioning to the single installation IT common-user baseline service provider, the DOIM.

Annex B provides the data collection forms to assist in implementing the Action Plan.

Annexes C-E provide the references, acronyms, and glossary.

## **12.0 LABOR-MANAGEMENT RELATIONS**

Prior to implementing any changes to working conditions stemming from the application of this Action Plan, management must meet its statutory labor relation obligations. Guidance can be obtained from the servicing CPAC.

# Annex A. Shadow DOIM Migration Plan

## 1.0 OVERVIEW

### 1.1 Scope

This Annex covers the consolidation of C4IM common-user baseline services and network management efforts provided by “shadow” DOIM personnel into a single Garrison DOIM. This Annex does not address mission systems and systems support, nor does it exclude the possibility of the DOIM providing these services if it is part of a support agreement reached between the DOIM and tenants. This plan applies to all Army elements unless specifically excluded.

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### 1.2 Purpose

This Annex provides guidance for the transition of “shadow” C4IM common-user baseline services to a single C4IM service provider. It defines the responsibilities, relationships, organization, processes, and functions needed to transition these services and assets to the single common-user baseline service provider. The DOIM will play an expanded role in the transition and continued support of C4IM common-user baseline services currently being performed by “shadow” DOIMs. “Shadow” DOIM personnel, both government and contractor, meet all of the following criteria:

- Have identical or similar duties, position descriptions, and/or statements of work as DOIM employees/contractors.
- Perform these tasks routinely as their normal workload, full or part-time.
- Perform common-user baseline IT services outside of the DOIM organization.

AR 25-1, Army Knowledge Management and Information Technology Management, directs that there will be a single IT service provider (DOIM) on an installation that has the responsibility of providing communications and communications support, visual information, information assurance, and automation support to the installation community. (See Appendix 4 for the C4IM Services List.)

The AKM Implementation Plan also directs consolidation of common-user baseline IT resources, both personnel and equipment, on an installation. Consistent with Human Resource guidance, directives such as Human Resource annexes, letters of instruction, and timelines must be developed, staffed, and approved prior to implementation.

### 1.3 Objectives

- Integrate Army networks into the Army Enterprise Infostructure. This Annex addresses those networks and C4IM common-user services being provided by “shadow” DOIMs.
- Transition from the current environment in which multiple IT systems are managed independent of the Enterprise to a single IT service provider, the DOIM.

- Protect the Army network. The DOIM must have visibility of all IT systems that operate on or access the installation network.
- Transition “shadow” DOIMs from their current role of managing and implementing IT infrastructure to an advisory/customer role focused on mission requirements and providing subject matter expertise for mission systems.

## **1.4 Metrics and Measures**

IMA will develop customer satisfaction surveys for common user baseline services. Performance measures for common user baseline services have been developed under the US Army IT Metrics program. These tools will provide both qualitative and quantitative measurements of customer service before and after the transition to Single DOIM.

## **2.0 STRATEGY**

### **2.1 Transition Overview**

Develop an accurate view of the C4IM common-user baseline services that “shadow” DOIMs currently provide to their customers, and their network infrastructure requirements. (See Appendix 3 for the C4IM Services List).

- Identify tenant communications and network infrastructure requirements:
  - Connections to other networks .
  - Bandwidth requirements and utilization .
  - Network circuit diagrams.
- Identify C4IM common-user baseline services being provided by the “shadow” DOIM personnel:
  - Baseline/above baseline services and resource requirements.
  - Reimbursable and non-reimbursable services.
  - Level of service currently provided to the end user, using both qualitative and quantitative performance measurements.
- Based on the Memorandums of Agreement (MOA) between the Army Commands, ACSIM, and CIO/G-6, determine who will provide each service, and the required interfaces between each tenant and the DOIM.
- Develop SLAs for above-baseline services.
- Complete processes to transfer IT resources (funding amounts/sources and personnel requirements/authorizations) where appropriate as determined by the Single DOIM

Concept Working Group and the Single DOIM Concept Management Steering Group. Membership of both groups is identified in paragraph 2.3.1.3.

## 2.2 Special Issues

- **Worldwide/CONUS-wide mission.** Many tenant activities operate application systems and have missions that span beyond installation boundaries. These tenants have IT personnel, government and contractor, that manage these applications and maintain their operational status 24x7. A successful transition will require a plan that provides comparable levels of service to accommodate tenant activity requirements.
- **Funding.** Some tenant activities have invested mission funds to provide IT support for their C4IM common-user baseline services based on their specialized missions. Some tenants are also funded by special funds designated to support their unique missions. Example of this is the Army Working Capital funds for some Army Materiel Command (AMC) activities. Successful transition will require that the funding stream continue in order to support the delivery of C4IM common-user baseline services – even when the service provider changes. Successful implementation of the Single DOIM concept requires that the Garrison DOIM have sufficient resources to deliver the required services. Therefore, identification of existing DOIM shortfalls is essential. Furthermore, a realignment of resources may be required to address additional workload being transitioned. This realignment will be negotiated for each location based on workload and staffing metrics, as defined by IMA and CIO/G-6.
- **Garrison DOIM expertise.** Army Commands/tenant activities may be concerned that Garrison DOIMs lack the number of personnel with the proper skill sets to satisfy their total baseline requirements, causing the future services to be reduced from current levels. Realignment of these common-user baseline related resources will alleviate this concern.
- **Contracts.** Many tenant activities have existing contracts for “shadow” DOIM support personnel that provide baseline and above baseline C4IM common-user baseline services. The installation transition plan (discussed below in paragraph 2.3) must include provisions for the transfer/termination of these contracts.
- **Security of the Network.** Documentation of services will include assignment of responsibility for maintaining security of networks and network connected devices to include who is responsible for application of security patches. The SLAs will determine services above the baseline.

## 2.3 Transition Plan

### 2.3.1 Phase I – Planning (Review and Analyze)

During Phase I of the transition, extensive data collection should take place to document the current state of IT for the installation. Annex B provides a guideline for data collection. Four deliverables should be developed: a listing of the C4IM common-user services required and performed by tenant “shadow” DOIMs, a prioritized listing by garrison/tenant activity of

positions targeted for transfer to the Garrison DOIM in the Integration Phase, a listing of service contracts targeted for transfer, and an initial Single DOIM Enterprise Transition Plan for approval by the Single DOIM Concept Management Steering Group.

**2.3.1.1 Installation C4IM Common-User Services.** As the initial step in Phase I, DOIMs will document the installation's existing IT baseline by completing the data collection tables in Annex B.

**2.3.1.2 Identification of "Shadow" DOIM Personnel Assets.** Upon approval of the Phase I transition plan, "shadow" activities will be restricted from converting the identified C4IM support position classifications without Senior Mission Commander approval. The Senior Mission Commander will also be the final decision authority for movement of dollars and/or personnel resources as it relates to this Action Plan.

**2.3.1.3 Initial Review and Analysis.** The Garrison Commander should meet with stakeholders from DOIM, Civilian Personnel Advisory Center (CPAC), Directorate of Resource Management (DRM), Contracting, Local Union, Staff Judge Advocate (SJA) and each of the potentially affected tenant activities. Overall mission of this meeting should be to lay the groundwork for the tasking to identify and transition "shadow" DOIM resources. During this meeting, each tenant activity represented should be provided a copy of the C4IM Services List, as well as a copy of applicable spreadsheets with data, as recommended above, for completion, review and validation. Because this is a collective effort that will require the cooperation and support from several entities on the installation at various stages in the process, it is recommended that two distinct working groups evolve from this meeting, 1) the Single DOIM Concept Working Group and 2) the Single DOIM Concept Management Steering Group.

- **Single DOIM Concept Working Group.** Headed by the Deputy Garrison Commander, members of this workgroup should consist of action officers from the garrison, DOIM, CPAC, DRM, Contracting, Post Judge Advocate, and each of the affected "shadow" activities. The purpose of this group is to gather and analyze all data collected, determine the required tasks to transfer C4IM personnel, services, equipment, and network infrastructure responsibilities to the DOIM, establish transition timelines and milestones, and provide execution recommendations to the Single DOIM Concept Management Steering Group.
- **Single DOIM Concept Management Steering Group.** Co-chaired by the Garrison Commander and the Senior Mission Commander or their respective designees, members of this group should consist of decision makers within the CPAC, DRM, Contracting, Post Judge Advocate, and senior leaders from the affected tenant activities. The overall mission of this group is to review and direct execution of recommendations presented by the Single DOIM Concept Working Group.

**2.3.1.4 Data Review.** Using data collected from the tables in Annex B, garrison stakeholders (DOIM, CPAC, and DRM) should conduct separate meetings with stakeholders of each of the affected tenant activities to develop the initial transition plan for the Single Enterprise Concept Management Steering Group's approval. The initial transition plan should include: (1) validated identity of potential "shadow" DOIM positions; (2) position transition lists, prioritized by each



tenant activity; (3) strategies for transferring C4IM common-user baseline services, network infrastructure responsibilities, and existing contracts; and (4) C4IM common-user baseline service, network infrastructure, and contract transition lists, prioritized by each tenant activity.

- **Resources.** Using the tables in Annex B, a complete review of C4IM common-user services should be conducted in order to identify those services currently being performed by “shadow” DOIM personnel. The review should include an analysis of the workload associated with those services and the number of work-years currently devoted to performing those services within the “shadow” DOIM activity. This analysis will be used to negotiate the number of personnel that will transfer to the Garrison DOIM along with the workload. At this point, a prioritized list of civilian and military personnel to transfer should also be developed for each Garrison and tenant activity. Where needed, the DOIMs should meet with applicable Garrison staff elements (i.e. DRM, Contracting, and SJA) to discuss required actions to affect the transfer of C4IM common-user service contracts.
- **Concept of Operations.** Using the analyzed data, each DOIM must develop a detailed Single DOIM Enterprise Transition Plan for transferring “shadow” resources to support and sustain operations. The proposed plan should list actions to complete each transition phase as well as implementation milestones and timelines. A sample implementation timeline is shown below. It should be noted that the spreadsheet below is only an example; actions may be added and/or deleted as appropriate.

**Figure A-1. Planned Implementation Activities**

Action	MM/YY	MM/YY	Responsible Organization
Establish Single DOIM Concept Working Group			
Establish Single DOIM Concept Management Steering Group			
Data Collection			
Infrastructure & equipment transfers			
Personnel identification for transfer			
C4IM common-user baseline service to transition to DOIM			
Acquisition strategy meetings			
Preparation of Schedule 8's			
Establish SLAs & performance measurements			
Develop MOAs/MOUs for migration			
Labor / management meetings			
Validation of data / listings			
Personnel OPCON			

IT contracts OPCON			
Performance reviews			
Special training needs			

**2.3.1.5 Phase Completion.** Upon completion, the plan should be staffed through each member of the Single DOIM Concept Working Group and submitted to the Single DOIM Concept Management Steering Group for approval. Before proceeding to Phase II, the plan must be briefed to the Senior Mission Commander and Garrison Commander for approval, with status briefings provided to the IMA Region Director.

## **2.3.2 Phase II – Design (Develop and Prepare)**

Upon Single DOIM Concept Management Steering Group approval, the DOIM should begin coordination and planning with the garrison and tenant activities. Garrison stakeholders (DOIM, CPAC, and DRM) should conduct separate meetings to negotiate with stakeholders of each of the affected Army Commands/tenant activities. The overall purpose of this effort should be to define roles and responsibilities clearly, refine the list of resources to be transferred by garrison and tenant activity, develop the resource transition strategy to include timelines for transition, develop applicable SLAs, as well as identify IT functions transferred to the DOIM and no longer required for the mission organizations to perform.

**2.3.2.1 Service Level Agreements (SLAs).** SLAs will be used to identify C4IM services above the baseline identified as mission requirements.

**2.3.2.2 Personnel Consolidation Strategy.** Single DOIM Concept, Server Consolidation, and other AKM Goal 3 initiatives require the reallocation of assets to support the increased workload, which will be migrated to DOIM facilities. Target staffing profiles should be based on proposed target architectures. This profile will result in final resource reallocation from supported tenant organizations with “shadow” activities to the DOIM to account for a realignment of assets and responsibilities.

**2.3.2.3 Implementation Schedule.** An implementation schedule in parallel with Exchange 2003 implementation should be developed and prioritized by tenant activity. Collectively, members of the Single DOIM Concept Working Group should determine tenant “shadow” personnel transition order and priority. This implementation schedule should be included within the final Single DOIM Transition Plan. The final Single DOIM Transition Plan should be staffed through the Single DOIM Concept Working Group and submitted to the Single DOIM Concept Management Steering Group for final approval. Once approved the implementation of this plan must be shared with respective Army Commands and RCIOs. The implementation schedule should include publication of the following, by garrison and tenants:

- A consolidated listing of all resources to be realigned that are providing systems administration, help desk, Exchange, application and file servers, domain controllers, user and workstation support, etc. Duty locations as well as position’s rating chain will change to the DOIM.

- Funding transfers to support new DOIM organizations.

**2.3.2.4 Performance Measurements.** In order to measure performance and minimize execution risks during Phases III and IV below, the DOIM, in coordination with other members of the Single DOIM Concept Working Group, should develop performance measurements relating to execution of each task or activity within the transition plan to include:

- Schedule of responsibilities and C4IM common-user services to transfer.
- Schedule of personnel transition (i.e., actual versus planned scheduled completion).
- Qualitative and quantitative performance measurements, to include customer satisfaction surveys and performance metrics.
- Mission requirements (i.e., system availability).
- Resourcing (i.e., percent personnel migrated to the DOIM).

The IT Metric Program will also provide performance standards (i.e., mean to restore, troubleshoot problems, etc.).

Phase II is completed with a decision briefing to the Senior Mission Commander and Garrison Commander, with status briefings provided to the IMA Region Director and Army Commands.

### **2.3.3 Phase III – Transition**

This phase begins the actual execution of the Single DOIM Transition Plan developed in Phases I and II above. The implementation schedule will be key to the success of this phase. The positions that have been identified for transfer initially should be moved under the operational control (OPCON) of the DOIM until the appropriate transfer documents are completed. These positions may remain on the manning documents of the losing garrison or tenant activity until Schedule 8s for individual position transfer are completed.

- Using the implementation schedule and transition lists created in the previous phases, memorandums for changes in employee working conditions should be developed by the garrison and coordinated through the Single DOIM Concept Working Group and submitted to the Single DOIM Concept Management Steering Committee. Included as enclosures to the memos are:
  - Memorandum For Record (MFR) with the consolidated listing of all directorate/unit positions to be transferred.
  - Documented negotiations with local SJA, CPAC, union and garrison, Army Commands, and tenant stakeholders.
  - Requests for the losing garrison, Army Commands or tenant activity to develop Notification of Official Personnel Action to move positions to the DOIM.

- Funding transfer documentation for positions transferred (both government and contractor).
- Any reimbursable funding requirements for above baseline services should be documented in the SLAs and funding streams established or changed from the losing activity to the DOIM resource management office. Note that this action will take place once above baseline service delivery has been approved by the EXCOM / IMBOD / EOH process.
- Documents to Military Interdepartmental Purchase Request (MIPR) Army Commands/tenant C4IM contract dollars directly to the garrison resource management office should be prepared and forwarded.
- Phase III is completed with a decision briefing to the Senior Mission Commander and Garrison Commander, with status briefings provided to the IMA Region Director and Army Commands.

### **2.3.4 Phase IV – Integration**

Implementation of this phase relies heavily on the completion of the tasks as identified in Phase III, Transition. Integration will be accomplished with resources being transferred to the DOIM. As transfers are taking place it is recommended that:

- Lessons learned be documented completely and staffed through the Single DOIM Concept Working Group.
- The DOIM establish a 90 day assessment period, during which a qualified point of contact for each of garrison or tenant activity is appointed to:
  - Coordinate all services between DOIM and garrison, Army Commands and tenant stakeholders.
  - Discuss performance (i.e., financial and operational) and identify any associated issues.
  - Identify remedies for performance failures.
- Members of the Single DOIM Concept Working Group will conduct migration status reviews to ensure equipment, service and resource transfers are proceeding as scheduled.
- Phase IV is completed with a notification memorandum to the Senior Mission Commander, Garrison Commander, Army Commands, and IMA Region Director confirming completion.

## Annex B. Data Collection Forms

### 1.0 PURPOSE

This annex provides data collection forms to document the current state of C4IM services on the installation. The following forms should be completed in Phase I: (1) a listing of the C4IM common-user baseline and above-baseline services required and the current service provider (by organization) for each service; (2) an accounting of the civilian and military personnel workload currently dedicated to performing common-user services; and (3) a listing of C4IM service contracts providing common-user services.

### 2.0 INSTALLATION C4IM COMMON-USER BASELINE SERVICES

Using the C4IM Services List (see Appendix 4) as a guide, record known data such as: Army organization, C4IM common-user baseline services being provided by “shadow” DOIM personnel, bandwidth requirements, names and number of licenses of any Enterprise Management Systems (EMS) tools in use, as well as number of users, servers, desktops, and other devices (i.e. visual information equipment) supported within each “shadow” DOIM.

**TableB-1. Listing of C4IM Common-User BaselineServices**

Organization	C4IM Services List Task Performed	Bandwidth Utilization	EMS Tools	Server Population	Device Population	User Population

**Table B-2. Listing of C4IM Common-User Above-Baseline Services**

Organization	C4IM Services List Task Performed	Bandwidth Utilization	EMS Tools	Server Population	Device Population	User Population

## 3.0 WORKLOAD

### 3.1 Civilian and Military IT Personnel

Use the spreadsheet below to document the number of work-years within the “shadow” activity being used to deliver common-user services identified in Tables B-1 and B-2. Because affected “shadow” DOIM stakeholders may have to verify this data at a later date, it is recommended that separate sheets be developed for each garrison and tenant activity.

**Table B-3. Civilian/Military Personnel**

Organization	Position Description	Position Series or MOS	Position Title	C4IM Services List Task Performed	Percentage of time devoted to baseline services task	TDA/TOE Para and Line

### 3.2 Contractor Personnel

Use the spreadsheet below to document the number of contract work-years within the “shadow” activity being used to deliver common-user services identified in Tables B-1 and B-2. Record all known data as specified below. Because affected “shadow” DOIM stakeholders may have to verify this data at a later date, it is recommended that separate sheets be developed for each garrison and tenant activity.

**Table B-4. Common-User C4IM Contracts/Contractor Personnel**

Organization	Contract Number	Full-Time Equivalents	Dollar Value	C4IM Services List Task Performed	Percentage of time devoted to baseline services task	Termination Date	COR

## **Annex C. References**

1. HQDA Information Management Execution Plan Phase I with Annexes A through N, 1 July 2002
2. HQDA Army Knowledge Management Implementation Plan, 1 September 2003
3. HQDA Army Knowledge Management Strategic Plan, 2<sup>nd</sup> Edition, 8 March 2003
4. Army CIO/G-6 Memorandum, Subject: Army Command, Control, Communications, Computers, and Information Management Service List, 15 February 2005
5. HQDA Server Consolidation Guidance Document, Draft ver 1.6, 18 May 2005
6. AR 25-1, Army Knowledge Management and Information Technology Management, 15 July 2005
7. AR 5-20, Commercial Activities Program, 1 October 1997
8. Charter, Single DOIM Action Plan Working Group, Approved 21 October 2003 by Mr. Joe Capps, Director Enterprise Systems Technology Activity
9. P.L. 104-106, The Clinger-Cohen Act of 1996 (formerly Div E, Information Technology Management Reform Act, Defense Authorization Act of 1996)
10. AR 5-9, Area Support Responsibilities, 16 October 1998
11. ALARACT 255/2005, Single Director of Information Management (DOIM) Implementation and Command Control (C2) Structure, dtg 162203Z DEC 05
12. Guidance Document for Single DOIM Action Plan Implementation, signature pending

## Annex D. Acronyms

AAA	Army Audit Agency
ACA	Army Contracting Agency
ACSIM	Assistant Chief of Staff for Installation Management
AD	Active Directory
AEI-T	Army Enterprise Infostructure-Transport (LandWarNet)
AKM	Army Knowledge Management
ARL	Army Research Laboratory
AMC	Army Materiel Command
APC	Army Processing Center
AR	Army Regulation
ARNG	Army National Guard
ASALT	Assistant Secretary for Acquisition, Logistics, and Technology
ASC	Army Signal Command
ATEC	Army Test and Evaluation Command
BASOPS	Base Operations
BRAC	Base Realignment and Closure Commission
C4IM	Command, Control, Communications, Computers and Information Management
CA	Commercial Activities
CFSC	Community and Family Support Center
CIDC	Criminal Investigation Command
CIO	Chief Information Officer
CIO EB	Chief Information Officer Executive Board
CIO/G-6	Army Chief Information Officer
COE	Corps of Engineers
COIN	Communities of Interest Network
CONOPS	Concept of Operations
CONUS	Continental United States
CPAC	Civilian Personnel Advisory Center
CSA	Chief of Staff, Army
DA	Department of the Army
DHP	Defense Health Program
DISN	Defense Information Systems Network
DOIM	Director of Information Management
DRM	Directorate of Resource Management
EMS	Enterprise Management System
ESTA	Enterprise Systems Technology Activity
FCIO	Functional Chief Information Officer
FORSCOM	Forces Command
FPC	Functional Processing Center



FTE	Full-Time Equivalent
FY	Fiscal Year
HQ	Headquarters
HQDA	Headquarters, Department of the Army
HR	Human Resources
HRC	Human Resources Command
IA	Information Assurance
IAVA	Information Assurance Vulnerability Assessment
IG	Inspector General
IM	Information Management
IMA	Installation Management Agency
IMBOD	Installation Management Board of Directors
IMCEN	Information Management Support Center
IMO	Information Management Officer/Office
INSCOM	Intelligence and Security Command
IP	Internet Protocol
ISO	Information Security Officer
ISSA	Interservice Support Agreement
IT	Information Technology
JAG	Judge Advocate General
LAN	Local Area Network
LNO	Liaison Officer
MDA	Milestone Decision Authority
MEDCOM	Medical Command
MEO	Most Efficient Organization
MFR	Memorandum for Record
MIPR	Military Interdepartmental Purchase Request
MOA	Memorandum of Agreement
MOS	Military Occupational Specialty
MOU	Memorandum of Understanding
NAF	Non Appropriated Funds
NCR	National Capital Region
NE	Northeast
NETCOM/ 9 <sup>th</sup> ASC	Network Enterprise Technology Command / 9 <sup>th</sup> Army Signal Command
NetOps	Network Operations
NGB	National Guard Bureau
NOSC	Network Operations Support Center
NSC	National Simulation Center
NW	Northwest

OCONUS	Outside Continental United States
OGC	Office of General Counsel
OPCON	Operational Control
PD	Position Description
POM	Program Objective Memorandum
PPBES	Planning, Programming, Budget and Execution System
RCIO	Regional Chief Information Office
RD	Region Director
RM	Resource Management
SDDC	Surface Deployment and Distribution Command
SE	Southeast
SJA	Staff Judge Advocate
SLA	Service Level Agreement
SLI	Service Level Indicator
SLM	Service Level Management
SMDC	Space & Missile Defense Command
SW	Southwest
TBD	To Be Determined
TCO	Total Cost of Ownership
TDA	Table of Distribution and Allowances
TECHCON	Technical Control
TNOSC	Theater Network Operations Support Center
TOE	Table of Organization and Equipment
TRADOC	Training and Doctrine Command
UFR	Unfunded Requirement
USAAC	United States Army Accessions Command
USACFSC	United States Army Community and Family Support Center
USAR	United States Army Reserves
USASOC	United States Army Special Operations Command
VCSA	Vice Chief of Staff, Army
VTC	Video Teleconferencing
WCF	Working Capital Funds

## Annex E. Glossary

**Above Baseline Service.** (See also “Baseline Service” and “Mission Service”) A service required by a mission element that either exceeds the performance standard or the amount of service provided. For example, if the standard response time to repair or restore a service is 5 working days and the customer requires a response within 2 days, that is an above baseline service (increase in performance standard). If the standard duty day for consultative services is 10 hours a day, 5 days a week and the customer requires those services 15 hours a day, six days a week, that is an above baseline service (increase in amount of service provided). The term “above baseline” only applies to baseline services; it does not apply to mission services.

**Army Enterprise Infostructure Transformation (AEI-T).** The Army Knowledge Management Goal 3 action to consolidate the disparate Tactical, Strategic and Sustaining Base networks and systems that currently exist throughout the Army into a single Army Enterprise.

**Baseline Services.** Widely required services for which IMA recognizes ownership and has responsibility to provide to the installation community. IMA is responsible to obtain funds for baseline services and to provide them at the Army standard. Baseline services are those services specifically identified in the C4IM Services List as “baseline.”

**\*Command and Control.** The exercise of authority and direction by a properly designated commander over assigned and attached forces in the accomplishments of the mission. Command and control functions are performed through an arrangement of personnel, equipment, communications, facilities, and procedures employed by a commander in planning, directing, coordinating, and controlling forces and operations in the accomplishment of the mission. Also called C2.

**Command, Control, Communications, Computers and Information Management (C4IM).** Integrated systems of doctrine, procedures, organizational structures, personnel, equipment, facilities, communications, and information management systems designed to support a commander's exercise of command and control across the range of military operations.

**Core Competencies.** Observable behaviors that underlie and define an organization's mission and functions.

**C4IM Operations.** The day-to-day operations of the DOIMs on installations, the Enterprise operations at NETCOM/9<sup>th</sup> ASC Regional Units, and NETCOM/9<sup>th</sup> ASC Network Operations and Security Centers (NOSC) that include (but are not limited to) network operations, desktop services, mail, telephones, visual information services, and connectivity to long-haul communications providers.

**\*Data Administrator.** Individual responsible for the administration of mission application and the data stored. Working as the Army Commands IMO, they are responsible for access control, content management, and purpose of mission applications.

**Director of Information Management (DOIM).** An installation/garrison directorate that provides CIO/G-6 (AR 25-1) type services for the garrison and the tenants IAW the ASCIM established baseline services and Service Level Agreements. Additionally, DOIMs are responsible for providing services to customers located within their defined geographic area (AR 5-9), like ROTC.

**Enhanced Service.** (See “above baseline service.”)

**Enterprise.** The full scope, extent, and relevance of an organization's business processes, and the information and information systems and technologies that may support them. In this context, "Enterprise" includes all of the following:

- All units of the organization, and all subordinate organizations
- Peer organizations within the larger organization.
- Business partners and other non-profit organizations through which their services may be delivered, and suppliers of goods and services.
- Customers, tenants and other stakeholders who purchase, consume, benefit from, or use services produced by the organization, and others interested in their behalf
- As a related term, "Knowledge Management Enterprise" represents the fully integrated knowledge Enterprise where business and technology processes, information and knowledge are shared and built upon corporately.

**Fixed Base.** Assets in the infostructure that stay fixed in place. Examples of these can include institutional assets (e.g. NIPRNET, Red Switch sites, etc.) and tactical assets (e.g. STEP sites, strategic backbone sites, etc.)

**Information Management Officer/Office (IMO).** The designation given to a person or an organization within a functional area or tenant organization, coordinating C4IM requirements with the supporting DOIM. The IMO is the primary interface between the DOIM and the supported organization(s).

**Infostructure.** C4IM and its supporting infrastructure.

**Installation.** refers to the specific garrison/post or assigned geographic region (virtual installation) for which a DOIM has been assigned responsibility.

**Installation Management Agency.** The U.S. Army Installation Management Agency (IMA) provides equitable, effective and efficient management of Army installations worldwide to: support mission readiness and execution; enable the well being of soldiers, civilians and family members; improve infrastructure; and preserve the environment.

**Installation Plus DOIMs.** The DOIM on an installation will provide CIO/G-6 (AR 25-1) type services for the garrison and the tenants IAW the ASCIM established baseline services and Service Level Agreements. In addition the DOIM will be responsible for service for a defined geographic area (AR 5-9) for identified types of customers like ROTC. In the past, not all Garrison DOIMs were assigned area responsibilities. In the future all installations, under the

NETCOM/9<sup>th</sup> ASC construct, will be assigned off the installation missions. This will be coordinated with the ACSIM for the rewrite of AR 5-9. We will call these Installation Plus DOIM's.

**Mission Services.** Those services that are required by the organization to accomplish its mission that are not common to most organizations on the installation. Installation tenant or garrison organizations are responsible to obtain funding for mission services. In the case of C4IM services, many organizations have IT service providers internal to their organizations that provide the services. The mission side can also obtain those services from the DOIM with reimbursement. Mission services are those services specifically identified in the C4IM Services List as "mission."

**Network Enterprise Technology Command / 9<sup>th</sup> Army Signal Command (NETCOM/9<sup>th</sup> ASC).** A HQDA Direct Reporting Unit under the Army Chief Information Office / G-6 (CIO/G-6).

\* **Operational control (OPCON).** Command authority that may be exercised by commanders at any echelon at or below the level of combatant command. Operational control is inherent in combatant command (command authority) and may be delegated within the command. When forces are transferred between combatant commands, the command relationship the gaining commander will exercise (and the losing commander will relinquish) over these forces must be specified by the Secretary of Defense. Operational control is the authority to perform those functions of command over subordinate forces involving organizing and employing commands and forces, assigning tasks, designating objectives, and giving authoritative direction necessary to accomplish the mission. Operational control includes authoritative direction over all aspects of military operations and joint training necessary to accomplish missions assigned to the command. Operational control should be exercised through the commanders of subordinate organizations. Normally this authority is exercised through subordinate joint force commanders and Service and/or functional component commanders. Operational control normally provides full authority to organize commands and forces and to employ those forces as the commander in operational control considers necessary to accomplish assigned missions; it does not, in and of itself, include authoritative direction for logistics or matters of administration, discipline, internal organization, or unit training. Also called OPCON. See also combatant command; combatant command (command authority); tactical control.

**Region Chief Information Officer (RCIO)** In support of the Region Director (RD) for IMA, the RCIO leads the NETCOM/9<sup>th</sup> ASC Regional Unit and executes and enforces any Command, Control, Communications, Computers and Information Management (C4IM) policies, standards, architectures, programs, plans, and budget for all Information Technology (IT) issues within the assigned region. The RCIO translates strategic plans and technical guidance provided by NETCOM/9<sup>th</sup> ASC into objectives, strategies and architectural guidance. The RCIO exercises staff supervision and TECHCON for all IT organizations within their region and is responsible for Baseline Services (Communication and System Support, Visual Information, Documents Management, Information Assurance, Automation) as well as regional oversight of Network Operations (including, but not limited to Network and Information Dissemination Management).

**Region Director (RD).** The regional directorate for installation management under the Assistant Chief of Staff for Installation Management (ACSIM).

**\* Regional Support Command (RSC) IMOs** The USAR RSC DCSIM will perform the same functions as an Installation Plus DOIM for their assigned geographic region. The RCIO may assign greater area responsibilities to these RSC DCSIM's if the business case warrants such assignment and the current force structure can accommodate the increased mission. We will identify these IMOs as RSC IMOs.

**Shadow DOIMs** Government or contracted IT personnel, external to the Garrison DOIM, who provide any of the services as identified in Army's Command, Control, Communications, Computers and Information Management (C4IM) Services List.

**\* Systems Administrator** Responsible for the day-to-day operations and maintenance of the servers, operating systems, and supporting infrastructure of garrison and mission applications.

**Technical Control (TECHCON)** is the authority for one organization or command to issue and enforce policy and authoritative direction concerning the use of techniques, procedures, standards, configurations, designs, devices, and systems to another specified organization to accomplish a specific mission(s). TECHCON does not include command authority or administrative control for logistics or matters of administration, discipline, internal organization, or unit training.

**Tenant unit, agency, or activity** A unit, agency, or activity of one command that occupies facilities on an installation of another command and receives support services from that installation.

**Working Capital Fund DOIM** A DOIM on an installation that is funded by the working capital fund.

**\*From the DoD Dictionary of Military and Associated Terms**

Appendix 1 – Working Group Charter for the Single DOIM Action Plan



REPLY TO  
ATTENTION OF:

DEPARTMENT OF THE ARMY  
UNITED STATES ARMY ENTERPRISE SYSTEMS TECHNOLOGY ACTIVITY  
2133 CUSHING STREET  
FORT HUACHUCA, ARIZONA 85613-7070

NETC-EST-D

21 OCT 2003

MEMORANDUM FOR

NORTHEAST REGIONAL CHIEF INFORMATION OFFICER, 11 BERNARD RD,  
BLDG 10, 3<sup>RD</sup> FLOOR, FT MONROE, VA 23651-1065  
SOUTHEAST REGIONAL CHIEF INFORMATION OFFICER, 1777 HARDEE  
AVENUE SW, FT MCPHERSON, GA 30330-1062  
NORTHWEST REGIONAL CHIEF INFORMATION OFFICER, 1 ROCK ISLAND  
ARSENAL, ROCK ISLAND, IL 61299-6800  
SOUTHWEST REGIONAL CHIEF INFORMATION OFFICER, 1750 GREELEY RD,  
STE 90, FT SAM HOUSTON, TX 78234-5090

SUBJECT: Working Group Charter for the "Single DOIM" Action Plan

1. The 9-10 September 2003 ESTA/RCIO Summit in San Antonio, TX, was an excellent start to making the "Single DOIM" concept a reality. The RCIOs play the key role to ensure that the coordination and integration of Command, Control, Communications, and Computers Information Management (C4IM) processes at the installation are effectively transformed and consolidated at the enterprise level. As an outgrowth of the productive sessions, the enclosed charter will be the guideline for developing an Action Plan to achieve the AKM Goal 3.
2. The Working Group for the "Single DOIM" Action Plan will keep the RCIOs, ESTA Deputy, and myself fully apprised of any pertinent issues requiring further guidance. The accelerated schedule is imperative in order to meet timelines coinciding with infostructure enhancements and integrated projects.

Encl

*Michael Thompson, COL*  
for JOE C. CAPPS  
Director, Enterprise Systems Technology  
Activity

## **Working Group Charter**

### **“Single DOIM” Action Plan**

#### ***Table of Contents***

1. Objective
2. Working Group Chair, Co-Chair and Membership
3. Team Size and Responsibilities
4. Scope of Effort
5. Advisory and Approval
6. Duration of Working Group
7. Required Deliverables

#### **1. Objective**

The objective of the Working Group is to formulate an Action Plan to bring Shadow DOIMs, Functional RCIOs, MACOMs, and non-dirt DOIMs into the Army Enterprise using the “Single DOIM” concept. The “Single DOIM” concept supports the AKM Goal 3 strategy: – Manage the Infostructure as an enterprise to enhance capabilities and achieve efficiencies, consistent with the Transformation of the US Army.

#### **2. Working Group Chair, Co-Chair and Membership**

Membership of the Working Group is comprised of the Chiefs of the Network Service Centers and the Customer Service Centers within the CONUS RCIOs.

Chair: Jeanne Wasko, Chief, Southwest Network Service Center

Co-Chair: Gary Gillette, Chief, Northeast Network Service Center

Membership: Pam Hicks, Jose Herrero, David Mayes, Kathy Linderman, Terry Brown, and Maureen Pearson

#### **3. Team Size and Responsibilities**

The membership will use RCIO staff expertise to contribute to development of the Action Plan. Members and staff experts will participate, when necessary, in scheduled meetings (VTC, telephonically, or in person). DOIM subject matter experts (SMEs) will be another source to assure proper identification of requirements for IT infostructure and services.

#### **4. Scope of Effort**

The Working Group will focus initially on the development of an outline for the

*Encl*



## Appendix 1 – Working Group Charter for the Single DOIM Action Plan

“Single DOIM” Action Plan and then proceed with detailed planning consistent with the following milestones:

Briefing of Draft Outline to ESTA Director--	2 October 2003
ESTA Director provides guidance and Direction--	2 October 2003
Draft Action Plan--	14 November 2003
IPR (VTC) with ESTA Director--	3 December 2003
Stakeholder Review Complete--	16 February 2004
Briefing of Final Action Plan (700-Day Plan)--	1 March 2004

The Working Group will fine-tune the schedule as necessary to assure all relevant information is incorporated at each critical juncture.

### 5. Advisory and Approval

The Working Group will comply with the published AKM Implementation Plan and other related documentation that supports a Single DOIM concept. This Action Plan will not enter a formal coordination or review process until the RCIOs, Deputy ESTA, and the Director, ESTA have approved the final plan internally.

The staffing and approval process will be ESTA to NETCOM /IMA-RDs and F-CIOs/MACOMs. A parallel staffing and approval will be IMA/ACSIM/CIO-G6. After this process is complete, the Action Plan will go to the VCSA/CSA for implementation direction.

### 6. Duration of Working Group

The Working Group has a term of 170 calendar days to produce and forward the final Action Plan to the Director, ESTA. The Working Group will then remain active through the implementation process to provide guidance and direction to Installation DOIMs.

### 7. Required Deliverables

The first deliverable is the Draft Outline with strategies for data collection and structure on 2 October 2003. The second deliverable is the briefing to the Director, ESTA on 3 December 2003. The third and final will be the 700-Day Action Plan and briefing to the Director, ESTA on 1 March 2004.

## **Appendix 2 – Advisory Group Charter for the Single DOIM Action Plan**

### **Advisory Group Charter Single DOIM Action Plan**

#### **Table of Contents**

- 1. Background**
- 2. Objective**
- 3. Advisory Group Membership**
- 4. Scope and Project Milestones/Deliverables**

#### **1. Background**

On 21 October 2003, Network Enterprise Technology Command (NETCOM/9<sup>th</sup> ASC) Enterprise Services Technology Activity (ESTA) Director Mr. Joe Capps chartered a workgroup to develop the Single Directorate of Information Management (DOIM) Action Plan as a roadmap for moving common user services into the Army Enterprise in support of Army Knowledge Management (AKM) Goal 3.

In February 2005, the Deputy, CIO/G-6 briefed the Single DOIM Action Plan to the Installation Management Board of Directors (IMBOD), chaired by the Vice Chief of Staff of the Army (VCSA). The IMBOD and VCSA directed that CIO/G-6, NETCOM/9<sup>th</sup> ASC, Installation Management Agency (IMA), and the Army Commands work together to refine and implement the Single DOIM Action Plan.

#### **2. Objective**

The objective of the Single DOIM Action Plan Advisory Group is to refine the Single DOIM Action Plan for implementation, as directed by the VCSA.

#### **3. Advisory Group Membership**

The Single DOIM Action Plan Working Group includes the Network Service Center Chief and Customer Support Chief from each of the four CONUS RCIOs. The following organizations will each select one representative to serve in the Advisory Group:

- FORSCOM
- TRADOC
- AMC
- MEDCOM
- ASALT
- ARNG
- USAR

Ms. Kathleen Linderman of the NW RCIO will serve as Chair of the Single DOIM Action Plan Advisory Group. Mr. Galen Pearce will provide oversight on behalf of NETCOM/9<sup>th</sup> ASC and IMA, and Ms. Cynthia Dixon will provide oversight on behalf of Army CIO/G-6.

#### **4. Scope and Project Milestones/Deliverables**

The Advisory Group will refine the Single DOIM Action Plan as directed by the VCSA. The Single DOIM Action Plan will provide garrison DOIMs with a Single DOIM implementation strategy and

## **Appendix 2 – Advisory Group Charter for the Single DOIM Action Plan**

various templates to assist the DOIM in developing Service Level Agreements with individual tenants. Milestones for the Advisory Group are as follows:

Revised charter for expanded working group completed	6 May 2005
Participants of Advisory Group identified by name	9 May 2005
First revision of Single DOIM Action Plan completed	16 May 2005
Draft of revised Single DOIM Action Plan presented to	3 June 2005
NETCOM/IMA LNO and CIO/G-6 for review, and	
Director, NETCOM/9 <sup>th</sup> ASC ESTA for final approval	
Final revision of Single DOIM Action Plan presented to	10 June 2005
CIO/G-6 for staffing	

## **Single DOIM Action Plan for Common-User Services**

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**Information Briefing  
to  
XXXXXXXXXXXXXX**

**Date**

**Presented by  
Briefer**

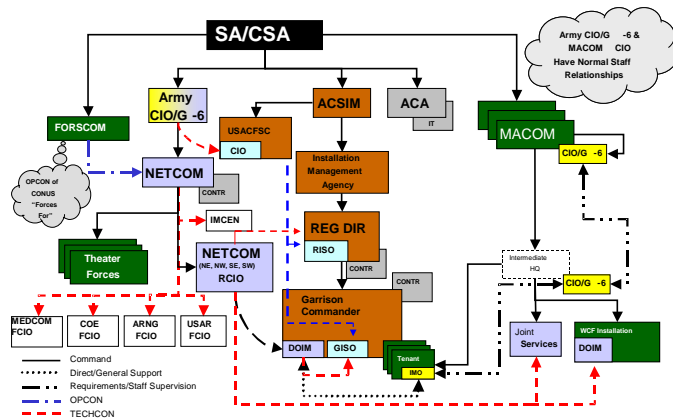
## **Agenda**

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- **BACKGROUND**
- **OPERATIONAL  
APPROACH**
- **STATUS REPORTING**

## Background

### OPERATIONAL RELATIONSHIPS



## Background

### PROBLEM

- Multiple providers of C4IM common-user services
- Organizational segmentation
- Lack of uniformity & centralized control of IT services
- IA inefficiencies and vulnerabilities
- Redundancy of services across the installation
- No handle on overall IT spending
- Non-standard desktop support infrastructure
- Inefficient procurement
- Lack of performance measurements needed to predict trends
- Reactive versus proactive support

## Background

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### SOLUTION

- Establish one organization to provide technical control over IT down to the desktop: Local Army DOIM
  - Make one person on the installation responsible for IT operations: Local Army DOIM
  - Consolidate C4IM common-user services under a single organization: Local Army DOIM
    - Establish an MOA between the MACOM and ACSIM / CIO/G6
    - Sign a Service Level Agreement with each customer
    - Introduce Best Practices throughout the installation
    - Consolidate disparate desktop/server support contracts
    - Improve network security and IAVA compliance
    - Centralize C4IM common-user services across the installation
- 

## Background

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### MANDATES

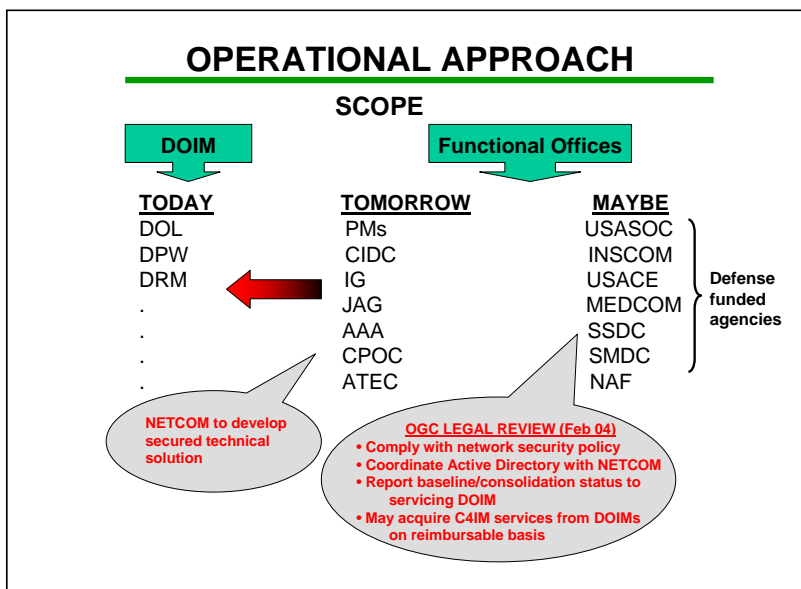
Server consolidation/Single DOIM concept mandated by:

- AR 25-1, Army Information Management
- AR 5-9, Area Support Responsibilities
- AR 25-2, Information Assurance
- Army Knowledge Management Strategic Plan (8 Mar 03)
- Army Knowledge Management Implementation Plan (1 Sep 03)
- Information Management Execution Plan (1 Jul 02)
- Army Science Board Summer 2002 Study
- Clinger-Cohen Act of 1996

## Operational Approach

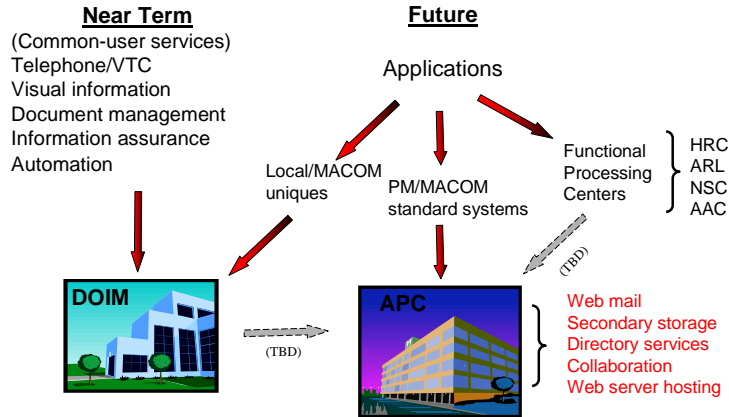
### CRITICAL EARLY ACTIONS

- Establish a team dedicated to realignment
- Define realistic measurements of success
- Begin open communications with tenants
- Baseline cost and performance to measure customer satisfaction
- Focus on Interim Support Agreements pending release of standard Service Level Agreement
- Demonstrate success early to gain customer confidence



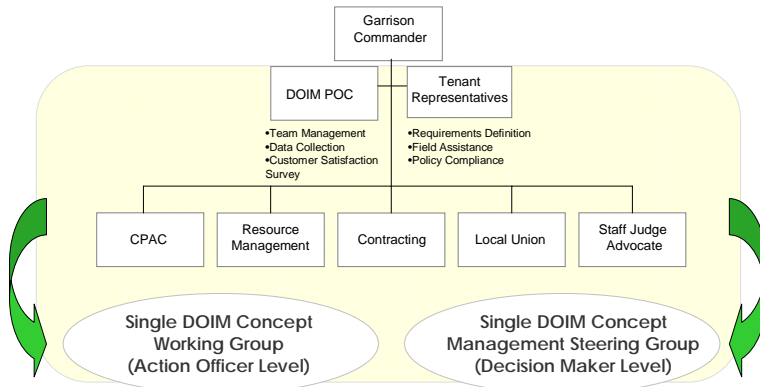
## Operational Approach

### THE WAY AHEAD



## Operational Approach

### SINGLE DOIM WORKING GROUP STRUCTURE





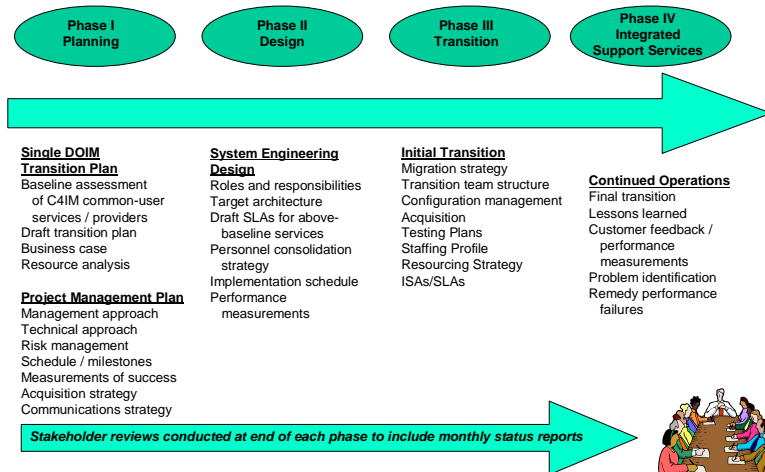
## Operational Approach

### ROLES & RESPONSIBILITIES

DOIM	IMOs
Lead for all C4IM common-user services	Act as liaison to DOIM
Manage Single DOIM transition	Report and track all user requirements
Provide technical direction	Alert DOIM of issues
Coordinate with IMOs to identify requirements and resolve issues	Document all IT purchases and system deployments
Monitor and report status	Maintain list of current users and IT assets
Document procedures and lessons learned	Provide guidance to users on IT policies

## Operational Approach

### PHASED IMPLEMENTATION



Status Reporting

CONSOLIDATION STATUS

<b>Purpose:</b> Track the consolidation of tenant Servers	<b>Tenant Org</b>	<b>Date Baseline Completed</b>	<b>Date Migration Completed</b>	<b>Date SLA Effective</b>	<b>Date Customer Survey Completed</b>
<b>Comments:</b>  *Scheduled					
<b>*Updated: Monthly</b> <b>*As of:</b>					

<b>For further information contact:</b>	<b>Phone Number:</b>	<b>E-mail Address:</b>

STATUS REPORTING

BASELINE/END-STATE STATUS

Participating/ Non- Participating Tenant Orgs	User Population	C4M Services Performed	C4M Services Transferred to DOM	No. of Baseline Servers	No. of Servers to Transfer to DOM	No. of End State Servers Transferred	No. of Baseline System Admin/ Ops Personnel	No. of Personnel Retained by Tenant	No. of Personnel Transferred to DOM	Baseline Annual Cost of Operations for Servers/ Personnel to Transfer	End State Annual Cost of Operations for Servers/ Personnel Transferred	% Customer Satisfaction of Services Prior to Consolidation	% Customer Satisfaction of Services After Consolidation

## Status Reporting

### SAMPLE ACTIVE METRICS

- Customer survey responses
- Interactive Customer Evaluation (ICE) responses
- Trouble call volume
- Average Tier I response time / closure rate
- Average Tier II response time / closure rate
- Dial-in services trouble call closure rates
- Web services trouble call closure rates
- Security incidents
- Security incident costs
- Security malicious logic (viruses)
- SMS cost avoidance
- Software configuration compliance
- E-mail services trouble call closure rates
- File & print services trouble call closure rates
- Account management trouble call closure rates
- Server uptime

## Status Reporting

### INTERACTIVE CUSTOMER EVALUATION (ICE)

- DoD directed, standard criteria for evaluating performance
- Basic questions must be retained
- May be edited/augmented within certain limits
- Provides 12 week sliding window of performance
- Captures performance results monthly
- Customers may submit an unsolicited evaluation at any time



**web site:** <http://ice.disa.mil>

<ul style="list-style-type: none"><li>• <b>Customer Side</b><ul style="list-style-type: none"><li>– Anonymous Surveys</li><li>– Instant Feedback</li><li>– Report Section</li><li>– Information Section</li></ul></li></ul>	<ul style="list-style-type: none"><li>• <b>Manager Side</b><ul style="list-style-type: none"><li>– Report Section</li><li>– Admin Privileges<ul style="list-style-type: none"><li>• FAQ</li><li>• Upcoming Events</li></ul></li></ul></li></ul>
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## Status Reporting

### SAMPLE IMCEN CUSTOMER SURVEY

#### IMCEN Service Desk Comment Card

What is your parent organization?:	N/A
What is the nature of repair or service provided?:	N/A
Please rate the technician's technical ability:	<input type="radio"/> Excellent <input type="radio"/> Good <input type="radio"/> OK <input type="radio"/> Poor <input type="radio"/> Awful <input checked="" type="radio"/> N/A

<b>Customer Service:</b>	
Facility Appearance:	<input type="radio"/> Excellent <input type="radio"/> Good <input type="radio"/> OK <input type="radio"/> Poor <input type="radio"/> Awful <input checked="" type="radio"/> N/A
Employee/Staff Attitude:	<input type="radio"/> Excellent <input type="radio"/> Good <input type="radio"/> OK <input type="radio"/> Poor <input type="radio"/> Awful <input checked="" type="radio"/> N/A
Timeliness of Service:	<input type="radio"/> Excellent <input type="radio"/> Good <input type="radio"/> OK <input type="radio"/> Poor <input type="radio"/> Awful <input checked="" type="radio"/> N/A
Hours of Service:	<input type="radio"/> Excellent <input type="radio"/> Good <input type="radio"/> OK <input type="radio"/> Poor <input type="radio"/> Awful <input checked="" type="radio"/> N/A
Did the product or service meet your needs?:	<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> N/A

Please rate the Service Desk's overall performance:	<input type="radio"/> Excellent <input type="radio"/> Good <input type="radio"/> OK <input type="radio"/> Poor <input type="radio"/> Awful <input checked="" type="radio"/> N/A
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<b>Satisfaction:</b>	
Were you satisfied with your experience at this office / facility?:	<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> N/A

**Comments & Recommendations for Improvement:** (up to 4000 characters) (optional)

## Status Reporting

### SAMPLE CUSTOMER FEEDBACK

#### IMCEN Service Desk Feedback Report

Thank you for your feedback. Your responses have been entered into the customer database and will be used to improve our customer services.

A copy of your ratings and comments have been emailed to the manager of this service provider.

After reviewing your ratings, please [close this page and return to the ICE Site](#)

Questions	Your Ratings	Ratings of Other Respondents (10 Feb 03 to 4 May 03)	
<b>Overall Satisfaction Question</b>	-	<b>Responses</b>	<b>% Satisfied</b>
Were you satisfied with your experience at this office / facility?	Yes	598	97%
<b>Standard Scale Questions</b>	-	<b>Responses</b>	<b>Average Rating</b>
Facility Appearance	N/A	335	Excellent
Employee/Staff Attitude	Excellent	613	Excellent
Timeliness of Service	Excellent	623	Excellent
Hours of Service	Excellent	556	Excellent
Please rate the technician's technical ability	Excellent	647	Excellent
Please rate the Service Desk's overall performance	Excellent	636	Excellent
<b>Yes/No Questions</b>	-	<b>Responses</b>	<b>% Yes</b>
Did the product or service meet your needs?	Yes	456	95%

Status Reporting

PROBLEM RESOLUTION

Issue	Mitigation
Tenant X un-responsive	Garrison Commander escalates issue to Mission Commander / Regional Director

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services.			AC3IM Baseline			PERFORMANCE MEASURE			
SERVICE #	SERVICE NAME	S&P	FUNCTION	TASKS	MOEP	BASELINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE
15.0	<u>Communications Systems and System Support</u>										
15.1		<u>Telephone/Fax Services</u>				B	M				
15.1.1			Telephone								
15.1.1.1				Provide dial tone service (voice and data) on government property to connect to any location worldwide. (Does not include usage by customer).	MXCB	X		24x7 (less scheduled down time)		Meet 98% reliability (as defined in IT Metrics)	
15.1.1.2				Provide Dual Tone Multi-Frequency (DTMF) type telephones.	MXCB	X		24x7 (less scheduled down time)	Add, move or removal within 5 working days of request	Meet 98% reliability (as defined in IT Metrics)	
15.1.1.3				Provide digital telephone service. One time charge for equipment purchase when appropriate.			X				
15.1.1.4				Install and maintain facsimile lines for FAX machines. Provide to the end user the capability to send and receive document images within and outside the Army community. Features include fax broadcast, store and forward, transmission receipt, and non-secure fax to be performed by any device.	MXCB	X		24x7 (less scheduled down time)	Add, move or removal within 5 working days of request	Meet 98% reliability (as defined in IT Metrics)	
15.1.2			<u>Calling Features</u>								
15.1.2.1				Provide Central Office (CO) switch features e.g. call forwarding, call transfer (3-way conference), conferencing (up to 5 parties), ring again, last number redial, call pickup, speed dialing, caller ID, automatic ring down service, and others.			X				
15.1.2.2				Provide Integrated voice conference bridge (more than 6 parties).			X				
15.1.3			<u>Wireline Access Features</u>								
15.1.3.1				Provide (official) use of service to central offices, toll trunks (e.g., local, Federal Telecommunications System (FTS), international), DSN (Defense Switched Network), and Government telephone systems/services. (Customer must reimburse the investments required to initiate new services. Sustainment, after initiation, including currently existing capabilities, is provided on a non-reimbursable basis.)			X				
15.1.3.2				Provide (unofficial) use of service for military housing occupants and other unofficial subscribers when services from a commercial telephone company are not available. (Usually only in overseas areas.)			X				
15.1.3.3				Provide (on-post) access to service for the transmission of official government business throughout the installation. This service is restricted from access to local commercial (e.g. FTS, DSN, and commercial long distance).	MXCB	X		24x7 (less scheduled down time)		Meet 98% reliability for switch (as defined in IT Metrics)	Provide over 95% success on local (off-
15.1.4			<u>Telephone Firewall</u>								

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services.			ACSIM Baseline			PERFORMANCE MEASURES					
SERVICE #	SERVICE NAME	SIP	FUNCTION	TASKS	MOEP	BASELINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE	CAPACITY	W
15.1.4.1				Operate and maintain an installation telephone switch firewall. (A firewall helps secure your enterprise against many vulnerabilities, including: hacker access to modems. Removal of proprietary or classified information from the enterprise via unauthorized modems. Toll fraud (improper use of fax or other lines for personal voice calls or other unauthorized purposes). Access to 1-800 and other cost-per-call numbers. Access to unauthorized Internet Service Providers (ISPs). (if capability currently exists, the service is provided as Baseline. Customer pays for establishing, upgrading or expanding service)			X						
15.1.5			Telephone Switch Operation Services										
15.1.5.1				Operate, maintain, and upgrade telephone switches, remote switches, nodes, and PBXs.	MXCB	X		0700-1700 daily on non-holiday workdays					
15.1.6			Operator Service										
15.1.6.1				Provide attended operator services or automated attendant services.	MXCB	X		Attended support 0700-1700 on non-holiday workdays; automated support services 24x7	Within three rings for both attended and automated attendant	Meet 98% reliability for automated attendant service (As defined in IT Metrics)			
15.1.7			Service Support										
15.1.7.1				Receive, document, assign, and monitor trouble tickets (TT).	MXCB	X		0700-1700 daily on non-holiday workdays	Open trouble ticket within 30 minutes of notification				
15.1.7.2				Process service orders (program switch, update assignments, extend service to customer) and Trouble Tickets (test, troubleshoot and repair) for all approved moves, adds, and changes (MAC) requirements	MXCB	X		0700-1700 daily on non-holiday workdays	Process Service Orders in 30 minutes or less				
15.1.7.3				Provide local touch labor (troubleshooting, repairing, changing cable pairs, etc.)	MXCB	X		0700-1700 daily on non-holiday workdays	Touch labor support within 2 working days of TT				
15.1.7.4				Provide help desk / systems management data analysis: includes help desk management tool and outputs associated to trend analysis and help desk performance.	MXCB	X		0700-1700 daily on non-holiday workdays	Issue daily Performance Reports				
15.1.7.5				Provide timely notifications by the help desk of planned or unplanned system maintenance or degradation.	MXCB	X			Notifications sent no less than 24 hours prior to scheduled outage				
15.1.7.6				Send out customer satisfaction surveys after completion of work.	MXCB	X		0700-1700 daily on non-holiday workdays	Surveys sent within 3 working days of work completion				
15.1.7.7				Review and analyze customer satisfaction surveys and initiate follow-up and corrective action..	MXCB	X		0700-1700 daily on non-holiday workdays	Follow-up with corrective action within 2 working days				
15.1.7.8				Provide bills/invoices to customers for services received on a monthly basis.	MXCB	X		0700-1700 daily on non-holiday workdays					
15.1.7.9				Generate monthly Invoicing by Personal Identification Number (PIN) by Telephone Control Officer (TCO).			X						
15.1.7.10				Receive (monthly) payment from customers for reimbursable services.	MXCB	X		0700-1700 daily on non-holiday workdays					
15.1.8			Voice Mail Box										
15.1.8.1				Provide voice mail box service.		X		24x7 (less scheduled down time)	Within 5 working days of request	Meet 98% reliability (as defined in IT Metrics)		One (1) per Installation user	One and 10 in same orga year

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) (Operational Level Agreement (OLA) C4IM services.			ACSIM Baseline			PERFORMANCE MEASURES					
SERVICE #	SERVICE NAME	SIP	FUNCTION	TASKS	MDEP	BASELINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE	CAPACITY	WORK
15.1.9.2				Phone sets will advertise waiting messages visually and/or audibly. (Customer must reimburse the investments required to initiate new services. Sustainment, after initiation, including currently existing capabilities, is provided on a non-reimbursable basis.)			X						
15.1.9			Integrated Voice Messaging System (IVMS) / Call Management System	(Customer must reimburse the investments required to initiate new services. Sustainment, after initiation, including currently existing capabilities, is provided on a non-reimbursable basis.)									
15.1.9.1				Provide voice messaging transmission, reception, and voice message storage 24 hours-per-day except for periodic maintenance downtime, accessible anywhere and anytime. Each IVMS shall be interoperable with DSN.			X						
15.1.9.2				Phone sets will advertise waiting messages visually and/or audibly.			X						
15.1.9.3				Provide a IVMS service with interaction with DTMF signaling.			X						
15.1.9.4				Provide user security via password management.			X						
15.1.9.5				Provide a user review of message(s) before release, with options to edit only, send, and delete.			X						
15.1.9.6				Provide user transmission and receipt of messages for optional access and storage for future retrieval.			X						
15.1.9.7				Provide a notification method of non-delivery of messages.			X						
15.1.9.8				Provide call answering with personal greeting.			X						
15.1.9.9				Includes a call transfer and an escape feature.			X						
15.1.9.10				Provide options to edit only, send, delete, user review of message(s) before release of messages.			X						
15.1.9.11				Install phones in automatic call distribution (ACD) call group and set up switch programming/features.			X						
15.1.10			Installation Cable Plant										
15.1.10.1				Provide and maintain common-user infrastructure.	MXCB	X		24X7 (less scheduled down time) for the infrastructure		Meet 98% reliability for the infrastructure (as defined in IT Metrics)		10MB to the desktop	
15.1.10.2				Provide and maintain mission specific infrastructure.			X						
15.1.10.3				Provide installation and maintenance services for mission-specific requirements.			X						
15.1.10.4				Inspect and maintain underground cable enclosures (manholes, handholes, pull holes, and vaults).	MXCB	X		0700-1700 daily on non-holiday workdays					Inspect and repair required
15.1.10.5				Maintain an electronic & hard copy Plant In Place (PIP) drawing library.	MXCB	X		0700-1700 daily on non-holiday workdays			Red line drawings within 3 working days of required changes		
15.2		Emergency Communications Services				B	M						
15.2.1			Defense Switch Network (DSN)										
15.2.1.1				Includes Multi-Level Precedence and Preemption (MLPP) option.	MXCL	X		24X7 (less scheduled down time)		Meet 98% reliability (as defined in IT Metrics)			
15.2.2			Defense Red Switch Network (DRSN) Service										
15.2.2.1				Provide secure red switch support. Provide customer access as required.			X						
15.2.3			Integrated Services Digital Network (ISDN)										



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SERVICE #	SERVICE NAME	SLA	FUNCTION	TASKS	MDEP	BASLINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE
15.2.3.1				Provide Primary Rate Interface (PRI) and Basic Rate Interface (BRI) access (for video teleconferencing (VTC), secure telephone equipment (STE), etc.)	MXCB	X		24x7 (less scheduled down time)		Meet 98% reliability (as defined in IT Metrics)	
15.2.3.2				Provide usage and equipment			X				
15.2.4			Government Emergency Telecommunications Service (GETS) Federal Emergency Management Agency (FEMA)								
15.2.4.1				Review usage reports. Issue, maintain, and delete PIN numbers and calling cards.	MXCB	X		0700-1700 daily on non-holiday workdays	Issued within 1 work day of request; delete accounts on a weekly basis		
15.2.4.2				Customer pays usage charges			X				
15.2.5			Safety/Security/Other Circuits								
15.2.5.1				Design, install, and maintain DA or local regulation directed circuits/systems (e.g., fire alarms, intrusion alarms, elevator emergency intercoms, telemetry, and other safety/security systems) and monitoring/control systems (e.g., water, fuel, command destruct transmitters, read back receivers, range operations flight termination equipment/software).	MXCB	X		24x7 (less scheduled down time)	Install within 1 working week of request. Repair, if required, within 1 working day.	Meet 99.9% reliability (as defined in IT Metrics)	
15.2.5.2				Design, install, and maintain mission specific monitoring circuits			X				
15.2.5.3				Provide commercial subscriber lines and transport channels (e.g., Off Premise Extensions, Foreign Exchanges, Telecommuting)			X				
15.2.5.4				Maintain post bugle public address system and specialized local public address systems	MXCB	X		24x7 (less scheduled down time)	Repair within 1 week		
15.2.6			911 / e911 Emergency Service								
15.2.6.1				Provide 911 Emergency Service support	MXCB	X		24x7 (less scheduled down time)	Repair within 2 hours	Meet 99.9% reliability (as defined in IT Metrics)	
15.2.6.2				Input government telephone work orders into the e911 telephone company (telco) data base and assist in reconciliation of Public Safety Answering Point (PSAP) errors and military numbers provided e911 service.	MXCB	X		0700-1700 daily on non-holiday workdays	Work Order input within 1 working day		
15.2.6.3				Coordinate 911/e911 interface with local Emergency Action Center (EAC).	MXCB	X		0700-1700 daily on non-holiday workdays			
15.2.6.4				Interface the e911 system including the Fire Department Telephone System, Telecommunications Device for the Deaf (TDD) support, telephone answering system, automated number and location information, and computer aided dispatch.	MXCB	X		0700-1700 daily on non-holiday workdays			
15.2.7			Service Support								
15.2.7.1				Receive, document, assign, and monitor trouble tickets (TT).	MXCB	X		0700-1700 daily on non-holiday workdays	Open trouble ticket within 30 minutes of notification		
15.2.7.2				Process service orders (program switch, update assignments, extend service to customer) and Trouble Tickets (test, troubleshoot and repair) for all approved moves, adds, and changes (MAC) requirements	MXCB	X		0700-1700 daily on non-holiday workdays	Process Service Orders in 30 minutes or less		
15.2.7.3				Provide local touch labor (troubleshooting, repairing, changing cable pairs, etc.)	MXCB	X		0700-1700 daily on non-holiday workdays	Touch labor support within 2 working days of TT		

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SERVICE #	SERVICE NAME	S&P	FUNCTION	TASKS	MDEP	BASLINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE	CAPACITY	WORKLI
15.2.7.4				Provide help desk / systems management data analysis: includes help desk management tool and outputs associated to trend analysis and help desk performance.	MXCB	X		0700-1700 daily on non-holiday workdays	Issue daily Performance Reports				
15.2.7.5				Provide timely notifications by the help desk of planned or unplanned system maintenance or degradation.	MXCB	X			Notifications sent no less than 24 hours prior to scheduled outage				
15.2.7.6				Send out customer satisfaction surveys after completion of work.	MXCB	X		0700-1700 daily on non-holiday workdays	Surveys sent within 3 working days of work completion				
15.2.7.7				Review and analyze customer satisfaction surveys and initiate follow-up and corrective action.	MXCB	X		0700-1700 daily on non-holiday workdays	Follow-up with corrective action within 2 working days				
15.2.7.8				Provide bills/invoices to customers for services received on a monthly basis.	MXCB	X		0700-1700 daily on non-holiday workdays					
15.2.7.9				Generate monthly Invoicing by Personal Identification Number (PIN) by Telephone Control Officer (TCO).			X						
15.2.7.10				Receive (monthly) payment from customers for reimbursable services.	MXCB	X		0700-1700 daily on non-holiday workdays					
15.2.7.11				Issue, maintain, and delete PINs for DIS/Other Emergency Communications service for installation customers, military exercises, and installation conferences.	MXCB	X		0700-1700 daily on non-holiday workdays	Issued within 1 work day of request; delete accounts on a weekly basis				
15.3		Wireless, Radio, and Satellite Services				B	M						
15.3.1			Cellular / Personal Communications System (PCS)										
15.3.1.1				Provide cell phone device and usage.			X						
15.3.2			Pager Service										
15.3.2.1				Provide Internal organizational pagers and usage.			X						
15.3.2.2				Provide commercial pagers and usage.			X						
15.3.3			Personal Digital Assistant (PDA) Wireless Service										
15.3.3.1				Provide Personal Digital Assistants (PDAs) and service contracts.			X						
15.3.3.2				Provide PDA device and usage			X						
15.3.4			Non-Tactical Trunked Radios (NTTR) and Trunked Radios										
15.3.4.1				Provide narrow band digital trunk radio service.	MXCB	X		24x7 (less scheduled down time)		Meet 95% reliability (as defined in IT Metrics)	95% access		
15.3.4.2				Maintain NTTR infrastructure and services.	MXCB	X		0700-1700 daily on non-holiday workdays					
15.3.4.3				Maintain NTTR radios/devices & peripheral devices/features (non-infrastructure)	MXCB	X		0700-1700 daily on non-holiday workdays	Repair radios/devices within 5 working days or return to manufacturer. Customer given "loaner" replacement in interim.				
15.3.4.4				Provide end-user radio device			X						
15.3.5			Non-Trunked Radios										
15.3.5.1				Service providers is coordination and support for the non-trunked and non-tactical single and multi channel radio system. This includes other single channel, multi-channel frequency dependent equipment not outlined as a radio system			X						
15.3.5.2				Provide Non-trunked radio systems support.			X						
15.3.5.3				Provide Non-Trunked & Tactical Radios			X						
15.3.6			Spectrum Management										

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services.			AC&IM Baseline			PERFORMANCE MEASURES				
SERVICE #	SERVICE NAME	SIP	FUNCTION	TASKS	MOEP	BASELINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE	CAPACITY
15.3.6.1				Provide spectrum coordination support to each unit, organization, or activity authorized the use of frequencies in accordance with (IAW) applicable Army Regulation (AR) 5-12 and local supplemental regulations and procedures.	MXCB	X		0700-1700 daily on non-holiday workdays				
15.3.6.2				Request, coordinate, update, and assign radio frequencies to support mission requirements and external agencies operating in the local spectrum.	MXCB	X		0700-1700 daily on non-holiday workdays	Assign frequencies within 2 working days			
15.3.6.3				Identify installation frequency requirements.	MXCB	X		0700-1700 daily on non-holiday workdays				Perf
15.3.6.4				Assist Installation units in obtaining frequency assignments and clearances for operations, training, and equipment acquisition.	MXCB	X		0700-1700 daily on non-holiday workdays	Within 1 week of scheduled exercise			
15.3.6.5				Implement policy and guidance IAW AR 5-12.	MXCB	X		0700-1700 daily on non-holiday workdays				
15.3.7				<u>Military Affiliate Radio System (MARS)</u>								
15.3.7.1				Provide auxiliary communications for military, civil, and/or disaster relief during periods of emergency.			X					
15.3.7.2				Assist in effecting normal communications under emergency conditions.			X					
15.3.8				Communications Towers								
15.3.8.1				Maintain common user services communications towers.	MXCB	X		0700-1700 daily on non-holiday workdays		Meet 96% reliability (as defined in IT Metrics)		Insp
15.3.8.2				Provide tenants required space for mission antennas on common-user towers.	MXCB	X		0700-1700 daily on non-holiday workdays				
15.3.8.3				Install, maintain or provide tower modification for mission antennas on common-user towers.			X					
15.3.9				Satellite Communications								
15.3.9.1				Provide satellite communications support (e.g., procurement, request for service, troubleshooting, repair, warranty) and satellite phone usage charges.			X					
15.3.9.2				Provide access to a Standardized Tactical Entry Point (STEP) and Military Strategic and Tactical Relay (MILSTAR).			X					
15.3.9.3				Provide user representative support, order keys, key instruments, and coordinate support requirements for Inidium.			X					
15.3.9.4				Develop requirements, procure terminals, install equipment, and operate terminals for International Maritime Satellite (INMARSAT).			X					
15.3.10				Service Support								
15.3.10.1				Receive, document, assign, monitor, and close trouble tickets (TT).	MXCB	X		0700-1700 daily on non-holiday workdays	Open trouble ticket within 30 minutes of notification			
15.3.10.2				Provide local touch labor (troubleshooting, repairing, etc.)	MXCB	X		0700-1700 daily on non-holiday workdays	Touch labor support within 2 working days of TT			
15.3.10.3				Provide help desk / systems management data analysis: includes help desk management tool and outputs associated to trend analysis and help desk performance.	MXCB	X		0700-1700 daily on non-holiday workdays	Issue daily Performance Reports			
15.3.10.4				Provide timely notifications by the help desk of planned or unplanned system maintenance or degradation.	MXCB	X			Notifications sent no less than 24 hours prior to scheduled outage			
15.3.10.5				Process Installation Service Orders (program switch, update assignments, extend service to customer) and repair Trouble Tickets (test, troubleshoot, & repair).	MXCB	X		0700-1700 daily on non-holiday workdays				
15.3.10.6				Send out customer satisfaction surveys after completion of work.	MXCB	X		0700-1700 daily on non-holiday workdays	Surveys sent within 3 working days of work completion			

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT			List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) (Operational Level Agreement (OLA) C4IIM services.			AC3IM Baseline			PERFORMANCE MEASURES					
SERVICE #	SERVICE NAME	SLA	FUNCTION	TASKS	MODEP	BASLINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE	CAPACITY	WORKLOAD	
15.3.10.7				Review and analyze customer satisfaction surveys and initiate follow-up and corrective action..	MXCB	X		0700-1700 daily on non-holiday workdays	Follow-up with corrective action within 2 working days					
15.3.10.8				Provide bills/invoices to customers for services received on a monthly basis.	MXCB	X		0700-1700 daily on non-holiday workdays						
15.3.10.9				Receive (monthly) payment from customers for reimbursable services.	MXCB	X		0700-1700 daily on non-holiday workdays						
15.4		Video Teleconference (VTC) Services				B	M							
15.4.1			VTC Studio											
15.4.1.1				Operate and maintain sensitive but unclassified (SBU) and SECRET common user VTC Studio (Schedule, facilitate, and maintain Defense Information Systems Network (DISN) Video Secure Global (DSVG) suite to VTC Studio).	MXCB	X		12 hours/day x 5 days/week, operational 0600-1800 (local time) on non-holiday weekdays. Scheduling and facilitating included		96 % fully operational D/VTC circuit(s) and switch(es).		One (1) per Installation. Additional VTC(s) if requirements exceed schedule capability		
15.4.1.2				Provide VTC protocol capabilities above H.320 as required.			X							
15.4.2			VTC Bridge											
15.4.2.1				Operate and maintain a VTC Bridge (switch) to allow multiple sessions and multiple users per session.			X							
15.4.3			Mission Specific VTC Service											
15.4.3.1				Provide mission specific SBU and SECRET VTC service as required (e.g., classroom, transportable, command and control, and desktop).			X							
15.4.4			VTC Technical Support											
15.4.4.1				Provide design and Installation advice and technical support for VTC.	MXCB	X		0700-1700 daily on non-holiday workdays						
15.4.5			Service Support											
15.4.5.1				Receive, document, assign, and monitor trouble tickets (TT).	MXCB	X		0700-1700 daily on non-holiday workdays	Open trouble ticket within 30 minutes of notification					
15.4.5.2				Provide local touch labor (troubleshooting, repairing, etc.)	MXCB	X		0700-1700 daily on non-holiday workdays	Touch labor support within 2 working days of TT					
15.4.5.3				Provide help desk / systems management data analysis: Includes help desk management tool and outputs associated to trend analysis and help desk performance.	MXCB	X		0700-1700 daily on non-holiday workdays	Issue daily Performance Reports					
15.4.5.4				Provide timely notifications by the help desk of planned or unplanned system maintenance or degradation.	MXCB	X			Notifications sent no less than 24 hours prior to scheduled outage					
15.4.5.5				Process Installation Service Orders (program switch, update assignments, extend service to customer) and repair Trouble Tickets (test, troubleshoot, & repair).	MXCB	X		0700-1700 daily on non-holiday workdays						
15.4.5.6				Send out customer satisfaction surveys after completion of work.	MXCB	X		0700-1700 daily on non-holiday workdays	Surveys sent within 3 working days of work completion					
15.4.5.7				Review and analyze customer satisfaction surveys and initiate follow-up and corrective action..	MXCB	X		0700-1700 daily on non-holiday workdays	Follow-up with corrective action within 2 working days					
15.4.5.8				Provide bills/invoices to customers for services received on a monthly basis.	MXCB	X		0700-1700 daily on non-holiday workdays						
15.4.5.9				Receive (monthly) payment from customers for reimbursable services.	MXCB	X		0700-1700 daily on non-holiday workdays						
15.5		Special Purpose Communications Services				B	M							

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services.			ACSIM Baseline			PERFORMANCE MEASURES			
SERVICE #	SERVICE NAME	SIP	FUNCTION	TASKS	MOEP	BASLINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE
15.5.1			Mag Lines, Field Phone Lines, Range Phones, and Conference								
15.5.1.1				Install and maintain mag lines and dial lines for field units at field drop locations.			X				
15.5.1.2				Install and maintain range/field lines and telephones (CONUS)	MXCB	X		24x7 (less scheduled down time)	Problems corrected within 1 working days	Meet 98% reliability (as defined in IT Metrics)	
15.5.1.3				Install and maintain range/field lines and telephones. (OCONUS)			X				
15.5.1.4				Install and remove telephones for conferences.			X				
15.5.2			Telephone Calling Card Services								
15.5.2.1				Issue and administer commercial (e.g., FTS) telephone calling cards, produce call detail reports, and process reimbursable billings. Monitor calling card usage for abuse.	MXCB	X		0700-1700 daily on non-holiday workdays	Issue calling cards within 1 work day of request. Call detail reports due within 5 working days of the end of the month		Conduct annual review and revalidation of assigned calling cards.
15.5.2.2				Cost of calling cards			X				
15.5.3			Toll Free Service								
15.5.3.1				Subscribe to toll free service (e.g., via FTS) 800, 888, 877, etc. Performs an annual review and revalidation of assigned inbound toll-free numbers.			X				
15.5.4			Multiline Telephone Service								
15.5.4.1				Install and maintain two-line telephones and electronic key systems.			X				
15.5.5			Digital Subscriber Line (DSL) and Asynchronous Digital Subscriber Line (ADSL)								
15.5.5.1				Install and maintain or provide access to DSL / ADSL lines for services other than internet access, which will be provided via NIPRNET.			X				
15.5.5.2				Provide local dedicated point-to-point voice and data services.			X				
15.6		Telecommunications Continuity of Operations (COOP) and OPLAN Support Services				B	M				
15.6.1			COOP Administration								
15.6.1.1				Implement and exercise COOP for critical portions of LAN/CAN/ Network Operations Center.	MXCB	X		0700-1700 daily on non-holiday workdays			
15.6.1.2				Prepare, monitor, and evaluate COOPs with supported tenant activity.	MXCB	X		0700-1700 daily on non-holiday workdays			Weekly backup stored at offsite location
15.6.2			Disaster Recovery								
15.6.2.1				Restore critical network services in event of disaster.	MXCB	X		0700-1700 daily on non-holiday workdays	Restore within 24 hours		
15.6.2.2				Maintain procedures to prepare for recovery of network information from disasters and execute preparatory procedures.	MXCB	X		0700-1700 daily on non-holiday workdays			Weekly backup stored at offsite location
15.7		Communications Foundational Services				B	M				

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services.			ACSIM Baseline			PERFORMANCE MEASURES				
SERVICE #	SERVICE NAME	SLA	FUNCTION	TASKS	MDEP	BASELINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE	CAPACITY
15.7.1			Spectrum Management									
15.7.1.1				Provide a Frequency Spectrum Manager.	MXCB	X						
15.7.2			Long Haul and Commercial Lease Circuits									
15.7.2.1				Order, account for, and administer local and long-haul leased circuits with Defense Information Systems Agency (DISA).	MXCB	X						
15.7.2.2				Plan diverse and/or alternate routing as required.	MXCB	X						
15.7.2.3				Order, account for, and administer local circuits with commercial carriers.	MXCB	X						
15.7.3			Communications Facilities Planning									
15.7.3.1				Plan the maintenance of common user services communications towers and allocate space on those towers.	MXCB	X						
15.7.3.2				Validate and update the number of cable pairs used for cable lease agreements.	MXCB	X						
15.7.3.3				Maintain, turn in for calibration, and update Test Measurement Diagnostic Equipment (TMDE).	MXCB	X						
15.7.3.4				Plan transport requirements for LAN/CAN/WAN	MXCB	X						
15.7.3.5				Engineer telecom closets, outside cable plant (fiber & copper), and inside wiring for minor construction projects. Upgrade and maintain installation telecom standards utilized in solicitation or contractual documents. Provide field evaluation reports on contractor performance.	MXCB	X						
15.7.3.6				Plan and manage circuit installation and maintenance services.	MXCB	X						
15.7.3.7				Develop COOP for critical portions of LAN/CAN/ Network Operations Center.	MXCB	X						
15.7.3.8				Develop plans to restore critical network services in event of disaster.	MXCB	X						
15.7.4			Cellular/PDA Contract Administration									
15.7.4.1				Provide cell phone and pager service contract vehicle.	MXCB	X						
15.7.4.2				Provide wireless PDA contract vehicle	MXCB	X						
15.7.5			Service Level Management									
15.7.5.1				Provide technical support to partition service level agreement manager in defining the C4IM services to be provided, responsibilities of each party and service performance measures in support of ISA development.	MXCB	X						
15.7.5.2				Support the government in negotiations with DoD level activities and customer organizations, including depot tenant activities. The Interservice Support Agreements (ISSA) will formally define the services to be provided, responsibilities of each party, the level and quality of the services provided and response times.	MXCB	X						
15.7.5.3				Prepare, coordinate, negotiate, monitor, measure, evaluate, and report baseline and above-baseline service delivery and support to leadership and customers.	MXCB	X						
15.7.5.4				Conduct financial analyses to determine total costs of services provided through the use of Activity Based Costing (ABC). Develop Service Level Agreements (SLA), define the services to be provided, responsibilities of each party, the level and quality of the services provided, response time and amounts and methods for reimbursement. Perform financial management of IT services functions and perform incident and problem management functions.	MXCB	X						
15.7.6			IT Metrics									
15.7.6.1				Report the requirements, availability, and performance to support service delivery and capabilities	MXCB	X						
15.7.7			IMA Productivity Management Review									
15.7.7.1				Provide input to the IMA Productivity Management Review	MXCB	X						

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services.			AC3IM Baseline			PERFORMANCE MEASURES			
SERVICE #	SERVICE NAME	S&P	FUNCTION	TASKS	MDEP	BASLINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE
16.0	<u>Visual Information Processes</u>										
16.1		<u>Foundational Services</u>				B	M				
16.1.1			Foundation Services								
16.1.1.1				Plan for and provide all functions/services authorized on DA 5697	MU1M	X					
16.1.1.2				Plan, evaluate, and review VI requirements and projects. Coordinate, schedule, monitor, and ensure that all VI support suspenses are met.	MU1M	X					
16.1.1.3				Receive and process work orders using Visual Information Automated Management Software (VIAMS) or other work order system.	MU1M	X					
16.1.1.4				Provide Property Book Accountability for VI production equipment and equipment above \$25,000.00 for user VI equipment.	MU1M	X					
16.1.1.5				Provide still photography, graphic arts, audio and video recordings of historical and significant events.	MU1M	X					
16.1.2			Service Level Management								
16.1.2.1				Provide technical support to garrison service level agreement manager in defining the C4IM services to be provided, responsibilities of each party and service performance measures in support of ISA development.	MU1M	X					
16.1.2.2				Support the government in negotiations with DoD level activities and customer organizations, including depot tenant activities. The interservice Support Agreements (ISSA) will formally define the services to be provided, responsibilities of each party, the level and quality of the services provided and response times.	MU1M	X					
16.1.2.3				Prepare, coordinate, negotiate, monitor, measure, evaluate, and report baseline and above-baseline service delivery and support to leadership and customers.	MU1M	X					
16.1.2.4				Conduct financial analyses to determine total costs of services provided through the use of Activity Based Costing (ABC). Develop Service Level Agreements (SLA), define the services to be provided, responsibilities of each party, the level and quality of the services provided, response time and amounts and methods for reimbursement. Perform financial management of IT services functions and perform incident and problem management functions.	MU1M	X					
16.1.3			VI Metrics								
16.1.3.1				Report the requirements, availability, and performance to support service delivery and capabilities	MU1M	X					
16.1.4			IMA Productivity Management Review								
16.1.4.1				Provide input to the IMA Productivity Management Review	MU1M	X					
16.2		<u>Graphic Arts Services</u>				B	M				
16.2.1			Graphic Self Help								
16.2.1.1				Operate a Media Self-Help Facility.	MU1M	X		0700-1700 daily on non-holiday workdays			
16.2.2			Graphic Arts Support								

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services			ACIM Baseline			PERFORMANCE MEASURES					
SERVICE #	SERVICE NAME	SLA	FUNCTION	TASKS	MDEP	BASLINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE	CAPACITY	WORKLOAD
16.2.2.1				Furnish graphics art services and support to include consultation, design, estimate, fabricate, laminate or produce graphic art products, records, information, reports, and statistical data.	MU1M	X		0700-1700 daily on non-holiday workdays	5 day turn around on "simple" work orders and 10 day turn around on "complex" work orders	95% of Work Orders completed within established time standards (as defined in VI Metrics)		One (1) original and 2 copies up to 16x20	
16.2.2.2				Provide animation capabilities (e.g., 3-D animation, video, etc.).	MU1M	X		0700-1700 daily on non-holiday workdays					
16.2.2.3				Provide custom framing and matting for Command Presentations			X						
16.2.2.4				Produce large format graphic images			X						
16.2.2.5				Provide VI displays and exhibits, i.e., fabricate 2 or 3 dimensional objects.			X						
16.3		Photo/Photography Services				B	M						
16.3.1			Photography										
16.3.1.1				Scan, print, and transfer images to/from 35 millimeter (mm) slides and/or film.	MU1M	X		0700-1700 daily on non-holiday workdays	5 day turn around on "simple" work orders and 10 day turn around on "complex" work orders	95% of Work Orders completed within established time standards (as defined in VI Metrics)			
16.3.1.2				Provide digital photographic services in black & white and color, in studio & field environments.	MU1M	X		0700-1700 daily on non-holiday workdays				DA Photo-1 per every 5 years or per significant change (i.e. promotion). GO/Cmd (down to company level). Photo-10 ea. 8x10 per year or per significant change (i.e. promotion, change of command etc.). Historical occasion/significant event - 1 copy 3x5 per event.	
16.3.1.3				Provide large scale color or black and white printing and plotting above 16"x20"			X						
16.3.1.4				Provide large scale color or black and white printing and plotting with DoD print plant facilities.			X						
16.4		VI Multimedia Services				B	M						
16.4.1			Multimedia										
16.4.1.1				Provide multimedia products and reproduction (maximum limits established locally). Local multimedia products are those that cost less than \$15,000, are within the garrison area of responsibility (as per AR 5-9), and incur no direct out of pocket expenses.	MU1M	X		0700-1700 daily on non-holiday workdays		95% of Work Orders completed within established time standards (as defined in VI Metrics)		One (1) copy for local products	
16.4.1.2				Provide multimedia products and reproduction. Non-Local multimedia products are those that cost more than \$15,000, are distributed Army wide, and incur direct out of pocket expenses.			X						
16.4.1.3				Outsource portions of multimedia productions (e.g. professional actors, script writers, narrators etc.).			X						
16.5		VI Broadcast/Video/Audio Services				B	M						
16.5.1			Television / Broadcast Services										
16.5.1.1				Broadcast Command Channel	MU1M	X		24x7 (less scheduled down time)					



COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services.			AC3IM Baseline			PERFORMANCE MEASURES			
SERVICE #	SERVICE NAME	SIP	FUNCTION	TASKS	MODEP	BASLINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE
16.5.1.2				Provide closed-circuit television (CCTV) support to a defined area.	MU1M	X		0700-1700 daily on non-holiday workdays			
16.5.1.3				Provide satellite downlinks.	MU1M	X		24x7 (less scheduled down time)			
16.5.2			Video/Audio								
16.5.2.1				Produce audio tapes.	MU1M	X		0700-1700 daily on non-holiday workdays		95% of Work Orders completed within established time standards (as defined in VI Metrics)	Or WI
16.5.2.2				Provide video streaming and multicast.	MU1M	X		0700-1700 daily on non-holiday workdays			
16.5.2.3				Production of 508 compliant products.			X				
16.5.2.4				Provide script preparation.			X				
16.5.2.5				Operate and maintain a video production facility	MU1M	X		0700-1700 daily on non-holiday workdays			
16.5.2.6				Provide local VI video productions. Local video products are those that are less than \$15,000, are within the garrison area of responsibility (as per AR 5-9), and incur no direct out of pocket expenses.	MU1M	X		0700-1700 daily on non-holiday workdays			Th loc
16.5.2.7				Provide non-local VI video productions. Non-Local video products are those that are greater than \$15,000, are distributed Army wide, and incur direct out of pocket expenses.			X				
16.5.2.8				Research and acquire imagery from internal DoD archives.	MU1M	X		0700-1700 daily on non-holiday workdays	5 day turn around on "simple" work orders and 10 day turn around on "complex" work orders		
16.5.2.9				Research and acquire imagery from outside/commercial sources.			X				
16.5.2.10				Provide the service to duplicate video tapes, CDs, and digital video discs (DVDs) up to locally established limits. (no copyrighted material).			X				
16.6		VI Media / Equipment Support Services				B	M				
16.5.1			Media / Equipment Services								
16.5.1.1				Provide instruction and briefings in the use of VI systems and instructional technology.	MU1M	X		0700-1700 daily on non-holiday workdays			
16.5.1.2				Maintain VI library of applicable media products for loan.	MU1M	X		0700-1700 daily on non-holiday workdays			
16.5.1.3				Provide public address system/presentation support (set up, operation, & tear down).	MU1M	X		0700-1700 daily on non-holiday workdays			
16.5.1.4				Conduct orientations and/or brief tours.	MU1M	X		0700-1700 daily on non-holiday workdays			
16.5.1.5				Provide VI consultation to customers	MU1M	X		0700-1700 daily on non-holiday workdays			
16.5.1.6				Provide VI equipment loans.	MU1M	X		0700-1700 daily on non-holiday workdays			
16.5.1.7				Install, operate and maintain AV equipment	MU1M	X		0700-1700 daily on non-holiday workdays			

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services.			ACSIM Baseline			PERFORMANCE MEASURES					
SERVICE #	SERVICE NAME	S&P	FUNCTION	TASKS	MOEP	BASLINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE	CAPACITY	WORK
17.0	Document Management												
17.1		Freedom of Information Act (FOIA) and Privacy Act (PA) Services				B	M						
17.1.1			Administer Freedom of Information Act (FOIA) and Privacy Act (PA) Services										
17.1.1.1				Coordinate FOIA and PA initial and final responses.	GOIM	X		0700-1700 daily on non-holiday workdays	FOIA responses within 20 working days; PA responses within 10 working days				
17.1.1.2				Maintain database of FOIA and PA requests.	GOIM	X		0700-1700 daily on non-holiday workdays					Update m as dictated SC
17.1.1.3				Prepare FOIA and PA reports/logs.	GOIM	X		0700-1700 daily on non-holiday workdays			Log as received; prepare reports as required		
17.1.1.4				Collect fees for FOIA and deposit payments in accordance with (IAW) AR 25-55, para 5-21D.	GOIM	X		0700-1700 daily on non-holiday workdays	Within 30 calendar days to servicing F&A Office				
17.1.1.5				Provide FOIA and PA central control point for the Garrison and supported tenant activities. Ensure strict adherence to legal and regulatory requirements.	GOIM	X		0700-1700 daily on non-holiday workdays					
17.1.1.6				Prepare policy and regulatory guidance for supported activities. Publish local guidance to supplement Army regulation.	GOIM	X		0700-1700 daily on non-holiday workdays					
17.1.1.7				Provide guidance on PA statements and requirements; approve blank forms that collect PA information; review and update PA system notices; approve PA statements for paper and electronic media forms; and prepare and submit requests for new/modified Army systems of records for publication in the Federal Register (IAW AR 340-21, para 4-1).	GOIM	X		0700-1700 daily on non-holiday workdays	Within 120 days prior to new system becoming operational				
17.1.1.8				Conduct required annual FOIA training for FOIA Coordinators and PA training for new employees. Provide FOIA/PA training as needed.	GOIM	X		0700-1700 daily on non-holiday workdays	Within 5 work days of request for new employees				Conduct refresher semi-annu
17.2		Records Management				B	M						
17.2.1			Lifecycle of Official Files										
17.2.1.1				Provide records management services and manage the Army Records Information Management System (ARIMS) Program.	GOIM	X		0700-1700 daily on non-holiday workdays					
17.2.1.2				Manage the vital records and emergency duplicate files system. Approve files lists.	GOIM	X		0700-1700 daily on non-holiday workdays					
17.2.1.3				Operate the records holding area. Maintain list of Records Management Coordinators (RMC) & personnel authorized to access the Records Holding Area (RHA).	GOIM	X		0700-1700 daily on non-holiday workdays	Records Holding - response to requestor within 3 working days				Update its quarterly
17.2.1.4				Store official records, process records, provide storage boxes, update records storage inventory/location report, and consolidate/ship records transfers. Validate Standard Form (SF) 135g.	GOIM	X		0700-1700 daily on non-holiday workdays					Update inventory/l report mor
17.2.1.5				Conduct records management evaluations of activities.	GOIM	X		0700-1700 daily on non-holiday workdays					Annually c directed in SOP
17.2.1.6				Conduct records searches and management surveys.	GOIM	X		0700-1700 daily on non-holiday workdays					
17.2.1.7				Supervise and manage the correspondence program.	GOIM	X		0700-1700 daily on non-holiday workdays					
17.2.1.8				Provide advice and assistance with the preparation of correspondence and with ARIMS.	GOIM	X		0700-1700 daily on non-holiday workdays					

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services			AC3IM Baseline			PERFORMANCE MEASURES			
SERVICE #	SERVICE NAME	SSP	FUNCTION	TASKS	MOEP	BASELINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE
17.2.1.9				Facilitate the life cycle management of Army records to include systematic maintenance, retirement to Federal Records Center, and destruction of records (both electronic and manual). Provide consultation on the life cycle management of information contained in automated information systems (electronic record keeping systems) and manual record keeping systems.	GOIM	X		0700-1700 daily on non-holiday workdays			
17.2.1.10				Prepare policy and regulatory guidance for supported activities.	GOIM	X		0700-1700 daily on non-holiday workdays			
17.2.1.11				Serve as Historical Records Restricted Data Reviewer for the garrison/division.	GOIM	X		0700-1700 daily on non-holiday workdays			
17.2.1.12				Evaluate requests for non-standard files equipment and supplies. Provide advice and assistance for acquisition and use of these supplies and equipment.	GOIM	X		0700-1700 daily on non-holiday workdays	Respond to requests within 3 working days		
17.2.1.13				Perform Management Information Control Program responsibilities.	GOIM	X		0700-1700 daily on non-holiday workdays			
17.2.2			Office Symbol Management								
17.2.2.1				Perform Office Symbol functions and responsibilities including assigning garrison office symbols and processing office symbol requests.	GOIM	X		0700-1700 daily on non-holiday workdays	Requests processed within 3 working days		
17.2.3			ARIMS Training								
17.2.3.1				Provide ARIMS training classes on files management, correspondence management, forms management, records disposition, records utilization, and RHA management. Provide records management refresher training.	GOIM	X		0700-1700 daily on non-holiday workdays			
17.3		Official Mail and Distribution and Locator Management				B	M				
17.3.1			Mail Service								
17.3.1.1				Perform mail operations functions: standardized address management, deliver/distribute mail, sort mail/distribution, meter official mail, and perform mail accounting. Implement and manage Zip+4.	GOIM	X		0700-1700 daily on non-holiday workdays			
17.3.1.2				Affix postage including First Class Permits, Business Reply, Standard Permits, & United States (US) Postal Service Express. Pickup & delivery of mail to current routes.	GOIM	X		0700-1700 daily on non-holiday workdays			
17.3.2			Mail Service Administration								
17.3.2.1				Provide training of official unit mail clerks and managers for supported activities as requested.	GOIM	X		0700-1700 daily on non-holiday workdays	Provide training to new official unit mail clerks and managers for supported activities within 1 week of request.		
17.3.2.2				Provide testing of unit mail room personnel. Score and provide feedback.	GOIM	X		0700-1700 daily on non-holiday workdays			
17.3.2.3				Conduct unannounced or announced inspections of unit mail rooms.	GOIM	X		0700-1700 daily on non-holiday workdays			

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) (Operational Level) Agreement (OLA) C4IM services.			AC3IM Baseline			PERFORMANCE MEASURES				
SERVICE #	SERVICE NAME	S&P	FUNCTION	TASKS	MODEP	BASLINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE	CAPACITY
17.3.2.4				Maintain active and inactive file of personnel appointed on DD Form 285 as Unit Mail Clerks and personnel designated to sign for accountable mail.	GOIM	X		0700-1700 daily on non-holiday workdays				
17.3.2.5				Provide postage service and metering of mail.	GOIM	X		0700-1700 daily on non-holiday workdays				
17.3.2.6				Track and ensure postage funds are available for mail operations. Request funds through Defense Finance and Accounting System (DFAS) to operate postage meters.	GOIM	X		0700-1700 daily on non-holiday workdays				
17.3.2.7				Prepare DFAS Charge Back Report.	GOIM	X		0700-1700 daily on non-holiday workdays	Within 5 working days of the end of month			
17.3.2.8				Prepare Expenditure and Reimbursable Postage Report to tenant organizations.	GOIM	X		0700-1700 daily on non-holiday workdays				
17.3.2.9				Prepare/forward Positive Accountability Postage Administrative System (PAPAS) information.	GOIM	X						
17.3.2.10				Formulate mail policy and procedures	GOIM	X		0700-1700 daily on non-holiday workdays				
17.3.2.11				Perform mail screening operations at a remote location in accordance with force protection standards.			X					
17.3.2.12				Review unit and activity newsletters to ensure material is approved for official mailing.	GOIM	X		0700-1700 daily on non-holiday workdays	One (1) day turn-around on newsletter review			
17.3.3			Incoming Mail									
17.3.3.1				Process incoming pieces of mail and bulk mail.	GOIM	X		0700-1700 daily on non-holiday workdays	One (1) day turn-around on bulk mail			
17.3.3.2				Maintain PS Form 3801 and unit authorization roster identifying individuals authorized to receive accountable mail for each unit/office.	GOIM	X		0700-1700 daily on non-holiday workdays				
17.3.3.3				Process intra-post distribution (shotgun envelopes).	GOIM	X		0700-1700 daily on non-holiday workdays				
17.3.3.4				Process United Parcel Service (UPS) and Federal Express (FEDEX) packages.	GOIM	X		0700-1700 daily on non-holiday workdays				
17.3.3.5				Pickup and distribute internal mail and distribution pieces daily for the internal organizational functional activities.	GOIM	X		0700-1700 daily on non-holiday workdays				
17.3.4			Redirect Mail									
17.3.4.1				Process redirect mail.	GOIM	X		0700-1700 daily on non-holiday workdays				
17.3.5			Outgoing Mail									
17.3.5.1				Process all outgoing mail. Sort by account number, class of mail, and weight. Meter mail, place in proper US Postal Service (USPS) mailing containers. Provide consolidated mailings to military installations and others on an opportunity basis.	GOIM	X		0700-1700 daily on non-holiday workdays				
17.3.5.2				Process classified messages and publication pieces.	GOIM	X		0700-1700 daily on non-holiday workdays				

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT			List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services.		AC3IM Baseline			PERFORMANCE MEASURES					
SERVICE #	SERVICE NAME	SLA	FUNCTION	TASKS	MOEP	BASLINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE	CAPACITY	W
17.3.6			Post Locator Service										
17.3.6.1				Provide Post Locator Service (organization & telephone # for both military & civilian personnel).	GOIM	X		0700-1700 daily on non-holiday workdays	Provide information within 5 minutes of request				
17.3.6.2				Maintain database. Both the Official Mail and Telephone Operator services share the locator database; however, the primary responsibility for database maintenance rests with mail. The database is updated by SIDPERS transactions. Address information is updated by unit mail clerks and Post Locator personnel.	GOIM	X		0700-1700 daily on non-holiday workdays					
17.3.6.3				Serve as the Functional Administrator for Personal Locator (PERSLLOC). Request password for unit mail clerks or others requiring access. Provide support for installing and maintaining communications software for accessing PERSLLOC.	GOIM	X		0700-1700 daily on non-holiday workdays	New accounts established within 3 working days of request				
17.3.7			Courier Service										
17.3.7.1				Provide courier services to off-post locations when practical and available.			X						
17.4	Copier Management					B	M						
17.4.1			Stand-alone Copier Management										
17.4.1.1				Evaluate requests for self-service copiers. Approve and recommend placement, relocation and consolidation of copiers when required.	GOIM	X		0700-1700 daily on non-holiday workdays	Within 2 work days of request				
17.4.1.2				Perform lease purchase analysis of copiers (DA Form 4961). Assist and advise customers of copier requirements, maintenance, cost-effectiveness (cost per copy), and special rates. Coordinate with manufacturer point of contact (POC) for accurate pricing and specifications. (AR 25-30 and DA Pamphlet [Pam] 25-40)	GOIM	X		0700-1700 daily on non-holiday workdays					
17.4.1.3				Assign approval control numbers and maintain database of requested and approved copiers.	GOIM	X		0700-1700 daily on non-holiday workdays	Assign control numbers within 1 work day				
17.4.1.4				Maintain copier inventory.	GOIM	X		0700-1700 daily on non-holiday workdays					Perfor Invent
17.4.1.5				Manage copier management support program for copier services (IAW AR 25-30).	GOIM	X		0700-1700 daily on non-holiday workdays					
17.4.1.6				Manage cost-per-copy contract: monitor billing, prepare invoices/reconciliations, coordinate with contracting, etc.	GOIM	X		0700-1700 daily on non-holiday workdays					Prepa Invoic ions n
17.4.1.7				Provide copier services with usage fee.			X						
17.5	Forms and Publications Management					B	M						
17.5.1			Forms and Publications Management										
17.5.1.1				Administer the Installation publications to include textbooks and distribution, includes establishment of a publication stockroom (IAW AR 5-6) and establishing policies and procedures. Perform printing management and publish Weekly Bulletin.	GOIM	X		0700-1700 daily on non-holiday workdays					
17.5.1.2				Provide assistance to customers on accounts, publications, or forms.	GOIM	X		0700-1700 daily on non-holiday workdays					
17.5.1.3				Conduct a periodic forms and publications review.	GOIM	X		0700-1700 daily on non-holiday workdays					
17.5.1.4				Maintain an inventory and index of forms and publications issued (IAW AR 25-30). Publish the indexes as required.	GOIM	X		0700-1700 daily on non-holiday workdays					Full for Ind
17.5.1.5				Provide design or modification of local Installation forms. Assign local form numbers to DOIM approved forms.	GOIM	X		0700-1700 daily on non-holiday workdays					Supp work atour
17.5.1.6				Process forms requests.	GOIM	X		0700-1700 daily on non-holiday workdays	Within 2 working days				Supp work atour

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services.			AC3IM Baseline			PERFORMANCE MEASURES			
SERVICE #	SERVICE NAME	SLA	FUNCTION	TASKS	MOEP	BASLINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE
17.5.1.7				Edit and make recommendations on proposed new or revised local publications. Maintain the record copy of local publications.	GOIM	X		0700-1700 daily on non-holiday workdays			
17.5.1.8				Insure compliance with Army Readability Program (IAW AR 25-30).	GOIM	X					
17.5.1.9				Develop and maintain a publication training program for stockroom and publications account maintenance personnel.	GOIM	X		0700-1700 daily on non-holiday workdays			
17.5.1.10				Automate publications & forms to make them available on the Internet or Intranet. Create pages on the Internet or Intranet.			X				
17.5.1.11				Manage the Installation's DA 12-series publication subscriptions accounts	GOIM	X		0700-1700 daily on non-holiday workdays			
17.5.1.12				Maintain current distribution lists (electronic & master) and process changes.	GOIM	X		0700-1700 daily on non-holiday workdays			
17.5.1.13				Establish publications accounts or update and procure publications necessary.	GOIM	X		0700-1700 daily on non-holiday workdays			
17.5.1.14				Provide Installation paper copy and electronic publications management, provide warehousing of Installation publications & forms, manage accountable & sensitive forms, distribute publications & forms, and design & manage locally created forms (DA Pam 25-30).	GOIM	X		0700-1700 daily on non-holiday workdays			
17.5.1.15				Approve and assign local forms and regulations to include electronic generation and duplication. Prepare policy and regulatory guidance for supported activities.	GOIM	X		0700-1700 daily on non-holiday workdays			
17.5.1.16				Conduct training and surveys.	GOIM	X		0700-1700 daily on non-holiday workdays	Within 1 week of request		
17.5.1.17				Act as Publications Control Officer and Forms Management Control Officer.	GOIM	X		0700-1700 daily on non-holiday workdays			
17.5.2			Installation Directories								
17.5.2.1				Update Installation Telephone Directory (electronic) constantly or as requested. Print telephone directory via local DOIM assets.	GOIM	X		0700-1700 daily on non-holiday workdays			
17.5.2.2				Print telephone directory via DoD printing plant facilities.			X				
17.5.2.3				Update the installation staff directory as local policy requires. Print the staff directory using local DOIM assets.	GOIM	X		0700-1700 daily on non-holiday workdays			
17.5.2.4				Print the staff directory using DoD print plant facilities or contractors.			X				
17.5.2.5				Update Installation Key Personnel Directory.			X				
17.5.2.6				Provide Military Dependant Child Support Locator Service.			X				

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services			ACSIM Baseline			PERFORMANCE MEASURES					
SERVICE #	SERVICE NAME	SLA	FUNCTION	TASKS	MODEP	SERVICE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE	CAPACITY	WORKLOAD
18.0	Information Assurance												
18.1		DoD Public Key Infrastructure (PKI) Service				B	M						
18.1.1			DoD Public Key Infrastructure										
18.1.1.1				Provide a configurable Medium Grade Service (MGS) for sending and receiving signed and encrypted e-mail and attachments, by utilizing DoD PKI issued user certificates, and interoperable with MGS systems outside the Army domain.	GOIM	X		24x7 (less scheduled down time)		Meet 99.9% reliability for access to MGS e-mail (as defined in IT Metrics)			
18.1.1.2				Provide the integration and management of the DoD Public Key Infrastructure (PKI) Service, in compliance with Army and DoD PKI security policies and guidelines.	GOIM	X		24x7 (less scheduled down time)					
18.1.1.3				Provide DoD PKI Services including directory support, registration (operation of Local Registration Authority (LRA) workstations), Certification Authority (CA) functions, interface to related Army systems, hosting of PKI-enabled servers, and required key management services as well as PKI solutions for e-mail, web applications, file transfer, and Virtual Private Networks.	GOIM	X		24x7 (less scheduled down time)		Meet 99.9% reliability (as defined in IT Metrics)			
18.1.1.4				Provide PKI authentication for users, devices, and applications to discover and utilize global information services data.	GOIM	X		24x7 (less scheduled down time)		Meet 99.9% reliability (as defined in IT Metrics)			
18.1.1.5				Provide technical support and user training.	GOIM	X		0700-1700 daily on non-holiday workdays	New user training within 5 work days of request				Conduct "refreshers" bi-annually
18.1.1.6				Responsible for requesting, receiving, installation, and accountability of PKI MGS certificates.	GOIM	X		0700-1700 daily on non-holiday workdays					
18.2		Communications Security (COMSEC) Service				B	M						
18.2.1			COMSEC Operations										
18.2.1.1				Provide for the accountability of installation COMSEC equipment and material up to the level of TOP SECRET. Responsibility includes ordering, receiving, accounting, issuing, safeguarding, and destruction services for secure telephones (e.g., Secure Telephone Equipment (STE), Secure Telephone Unit (STU) III), all other National Security Agency (NSA) crypto devices (e.g., TAGLans, KIV-7, and KIV-14), and its associated COMSEC keying material.	GOIM	X		0700-1700 daily on non-holiday workdays					100% accountability; COMSEC equipment or materials; see annual 100% inventory of COMSEC equipment or materials
18.2.1.2				Operate and maintain COMSEC facility.	GOIM	X		0700-1700 daily on non-holiday workdays					
18.2.1.3				Operate and maintain secure communications devices and crypto keys.	GOIM	X		0700-1700 daily on non-holiday workdays					
18.2.1.4				Perform unit level self inspections to assure compliance with AR 380-40 and Technical Bulletin (TB) 380-41	GOIM	X		0700-1700 daily on non-holiday workdays					Conduct semi annual inspection of units
18.2.1.5				Ensure all reporting suspenses are met for both Controlled Cryptographic Item (CCI) and COMSEC incidents. (A 24-hour response by COMSEC is mandatory).	GOIM	X			Report CCI and COMSEC violations within 24 hours of incident				
18.2.1.6				Store, account, control and destroy all TOP SECRET and North Atlantic Treaty Organization (NATO) COMSEC documents for the installation.	GOIM	X		0700-1700 daily on non-holiday workdays					
18.3		Risk Management/ Accreditation/ Certification Services				B	M						
18.3.1			Vulnerability Assessment										

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services.			ACSIM Baseline			PERFORMANCE MEASURES					
SERVICE #	SERVICE NAME	SAP	FUNCTION	TASKS	MODEP	BASLINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE	CAPACITY	WORKLOAD
18.3.1.1				Provide Security risk Assessment support IAW AR25-1, para 5-10; perform risk analysis of resources, controls, vulnerabilities, threats and the impact of losing systems' capabilities on the mission objective; facilitate decisions to implement security countermeasures or mitigate risk; implement countermeasures; periodically review program.	GOIM	X		0700-1700 daily on non-holiday workdays					
18.3.2			DoD Information Technology Certification and Accreditation Process (DITSCAP)										
18.3.2.1				Manage the DITSCAP process.	GOIM	X		0700-1700 daily on non-holiday workdays					
18.3.2.2				Provide guidance and oversight of DITSCAP accreditation for installation and tenant activities.	GOIM	X		0700-1700 daily on non-holiday workdays	Respond to customer requests for guidance within 48 hours				
18.4		Information Assurance (IA) Training				B	M						
18.4.1			Information Assurance Certification Program										
18.4.1.1				Monitor and assist in the formal Information Assurance (IA) certification programs for Network Managers and Systems Administrators Information Technology Professionals; training for scanning personnel; and IA workstation/server implementation training/guidelines.	GOIM	X		0700-1700 daily on non-holiday workdays					Refresher training every 3 years for IA professionals
18.5		Foundational Services				B	M						
18.5.1			Service Level Management										
18.5.1.1				Provide technical support to garrison service level agreement manager in defining the C4IM services to be provided, responsibilities of each party and service performance measures in support of ISA development.	GOIM	X							
18.5.1.2				Support the government in negotiations with DoD level activities and customer organizations, including depot tenant activities. The interservice Support Agreements (ISSA) will formally define the services to be provided, responsibilities of each party, the level and quality of the services provided and response times.	GOIM	X							
18.5.1.3				Prepare, coordinate, negotiate, monitor, measure, evaluate, and report baseline and above-baseline service delivery and support to leadership and customers.	GOIM	X							
18.5.1.4				Conduct financial analyses to determine total costs of services provided through the use of Activity Based Costing (ABC). Develop Service Level Agreements (SLA), define the services to be provided, responsibilities of each party, the level and quality of the services provided, response time and amounts and methods for reimbursement. Perform financial management of IT services functions and perform incident and problem management functions.	GOIM	X							
18.5.2			IT Metrics										
18.5.2.1				Report the requirements, availability, and performance to support service delivery and capabilities	GOIM	X							
18.5.3			IMA Productivity Management Review										
18.5.3.1				Provide input to the IMA Productivity Management Review	GOIM	X							
18.5.4			Information Assurance Policy										
18.5.4.1				Establish and execute the program IAW AR 380-5, AR 25-2, and other appropriate DoD/Army guidance, to include publishing a security awareness policy and Local Network Security Policy and providing other guidance.	GOIM	X							
18.5.4.2				Provide a secure remote access policy for the Installation's network IAW Army, Major Army Command (MACOM), & Local Network Security Policy parameters.	GOIM	X							
18.5.4.3				Establish and publish IA policies IAW AR 25-2	GOIM	X							



COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IIM services.			ACSIIM Baseline			PERFORMANCE MEASURES			
SERVICE #	SERVICE NAME	SLA	FUNCTION	TASKS	MOEP	BASELINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE
18.5.5			Resource Management								
18.5.5.1				Report COMSEC and IA resource requirements to the Region.	GOIM	X					
18.5.6			Configuration Management								
18.5.6.1				Represent IA components in the Installation Configuration Control Board (ICCB).	GOIM	X					
18.5.6.2				Manage IA hardware and software changes.	GOIM	X					

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IIM services.			AC2IM Baseline			PERFORMANCE MEASURES				
SERVICE #	SERVICE NAME	SLA	FUNCTION	TASKS	MDEP	BASLINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE	CAPACITY
19.0	Automation											
19.1		Mail Messaging/Collaboration (E-mail/DMS) Services				B	M					
19.1.1			E-mail Service									
19.1.1.1				Provide the capability to: send, store, process, and receive e-mail and multi-media e-mail attachments, with interoperability across the Army, within the DoD, and outside of DoD.	GOIM	X		E-mail services 24x7 (less scheduled down time)		Meet 99% reliability (as defined in IT Metrics) for email		Mailbox size 1GB with attachment determined by IA policies
19.1.1.2				Provide e-mail services including directory replication, access to public folders, connector services, Internet mail, calendar service, instant messaging, and team folders for threading discussions.	GOIM	X		E-mail services 24x7 (less scheduled down time)		Meet 99% reliability (as defined in IT Metrics) for email		
19.1.1.3				Provide archiving, searching, and retrieval of e-mail anytime from anyplace.	GOIM	X		E-mail services 24x7 (less scheduled down time)		Meet 99% reliability (as defined in IT Metrics) for email		
19.1.1.4				Provide host support and accounts management.	GOIM	X		0700-1700 daily on non-holiday workdays	New accounts set up within 2 work days of request			
19.1.1.5				Perform Incremental (full information & directory store) backups. Perform full system backups.	GOIM	X		0700-1700 daily on non-holiday workdays				
19.1.1.6				Monitor hardware storage space.	GOIM	X		0700-1700 daily on non-holiday workdays				Free disk space should be greater than 20% of disk capacity.
19.1.1.7				Develop e-mail guidance and procedures.	GOIM	X		0700-1700 daily on non-holiday workdays				
19.1.1.8				Perform capacity planning for e-mail resources.	GOIM	X		0700-1700 daily on non-holiday workdays				
19.1.2			Defense Message System (DMS)									
19.1.2.1				Provide the capability for users to compose, format, transmit, and receive formal organizational e-mail messages at individual workstations. Provide classified and sensitive but unclassified (SBU) and classified organizational messaging capabilities.	GOIM	X		E-mail services 24x7 (less scheduled down time)		Meet 99% reliability (as defined in IT Metrics) for email		Mailbox size 1GB with attachment determined by IA policies
19.1.2.2				Operate, maintain, and manage the Local Control Center (LCC)	GOIM	X		0700-1700 daily on non-holiday workdays				
19.1.2.3				Install, configure, and maintain DMS servers, software, and other hardware.	GOIM	X		0700-1700 daily on non-holiday workdays				
19.1.2.4				Provide post offices, delivery systems, and backup and restore capability.	GOIM	X		0700-1700 daily on non-holiday workdays				
19.1.2.5				Troubleshoot DMS problems. Elevate to next higher level (LCC/Area Control Center (ACC), TNOSC, DISA Network Operations Center (NOC)) via Trouble Ticket if problems cannot be solved locally.	GOIM	X		0700-1700 daily on non-holiday workdays				
19.1.2.6				Operate, maintain, and manage Certification Authority Workstation (CAW). Process X.509 certificates and create FORTEZZA cards. Post certificates to Directory Information Tree (DIT).	GOIM	X		0700-1700 daily on non-holiday workdays	FORTEZZA cards within 1 working day of request			
19.1.2.7				Process and deliver messages (e.g., Defense Message System (DMS) Message Distribution System (DMDS))	GOIM	X		24x7 (less scheduled down time)				
19.1.3			Directory Services									

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT			List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services.		AC3IM Baseline			PERFORMANCE MEASURES				
SERVICE #	SERVICE NAME	SAP	FUNCTION	TASKS	MODEP	BASLINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE	CAPAC
19.1.3.1				Operate and maintain global directory.	GOIM	X		24x7 (less scheduled down time)		Meet 99% reliability (as defined in IT Metrics)		
19.1.3.2				Design and manage directory synchronizations with other systems.	GOIM	X		0700-1700 daily on non-holiday workdays				
19.1.3.3				Create utilities and scripts to synchronize directory services. Ensure information integrity. Add user functionality. Coordinate actions with other organizations.	GOIM	X		0700-1700 daily on non-holiday workdays				
19.1.4			Local Electronic Messaging Security Guidance									
19.1.4.1				Develop and publish electronic messaging security guidance in conjunction with the Local Network Security Guidance.	GOIM	X		0700-1700 daily on non-holiday workdays				
19.1.5			Security Awareness Training Program for End Users									
19.1.5.1				Establish and execute a security awareness training program for end users of electronic messaging systems.	GOIM	X		0700-1700 daily on non-holiday workdays				
19.1.6			Service Support									
19.1.6.1				Receive, document, assign, monitor, and close trouble tickets (TT).	GOIM	X		0700-1700 daily on non-holiday workdays	Open trouble ticket within 30 minutes of notification			
19.1.6.2				Process service orders (program switch, update assignments, extend service to customer) and Trouble Tickets (test, troubleshoot and repair) for all approved moves, adds, and changes (MAC) requirements.	GOIM	X		0700-1700 daily on non-holiday workdays	Process Service Orders in 30 minutes or less			
19.1.6.3				Provide local touch labor (troubleshooting, repairing, etc.)	GOIM	X		0700-1700 daily on non-holiday workdays	Touch labor support within 2 working days of TT			
19.1.6.4				Provide help desk / systems management data analysis: Includes help desk management tool and outputs associated to trend analysis and help desk performance.	GOIM	X		0700-1700 daily on non-holiday workdays	Issue daily Performance Reports			
19.1.6.5				Provide timely notifications by the help desk of planned or unplanned system maintenance or degradation.	GOIM	X			Notifications sent no less than 24 hours prior to scheduled outage			
19.1.6.6				Send out customer satisfaction surveys after completion of work.	GOIM	X		0700-1700 daily on non-holiday workdays	Surveys sent within 3 working days of work completion			
19.1.6.7				Review and analyze customer satisfaction surveys and initiate follow-up and corrective action.	GOIM	X		0700-1700 daily on non-holiday workdays	Follow-up with corrective action within 2 working days			
19.2		Database Administration Services				B	M					
19.2.1			Administration and Maintenance									
19.2.1.1				Perform local database administration for standard database software (e.g. Oracle, Access, Sequel Server, Visual Basic, Sybase, Sybase ASE, Microsoft SQL Server, Informix, LOTUS Notes, SAS, d2k, & M204) to include backups and restorations	GOIM	X		0700-1700 on non-holiday weekdays				
19.2.1.2				Develop, field, and support database applications.			X					
19.2.1.3				Perform database builds, reorganizations, maintenance, tuning, backups, restorations, and query design.			X					

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services.			ACSIM Baseline			PERFORMANCE MEASURES				
SERVICE #	SERVICE NAME	SLA	FUNCTION	TASKS	MODEP	BASELINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE	CAI
19.2.1.4				Perform file transfers (file transfer protocols (FTP's)), loads, downloads, data file manipulation, data archiving, coordination, familiarization, and implementation of actions required. Processing of superscans, driver actions, and updates/changes to unique and standard master files.			X					
19.2.2			Data Warehouses and Data Mining Services									
19.2.2.1				Perform local database administration for data warehouses to include backups and restorations.	GOIM	X		0700-1700 daily on non-holiday workdays		Meet 99% reliability (as defined in IT Metrics)		
19.2.2.2				Provide data mining services			X					
19.2.3			Service Support									
19.2.3.1				Receive, document, assign, monitor, and close trouble tickets (TT).	GOIM	X		0700-1700 daily on non-holiday workdays	Open trouble ticket within 30 minutes of notification			
19.2.3.2				Provide local touch labor (troubleshooting, repairing, etc.)	GOIM	X		0700-1700 daily on non-holiday workdays	Touch labor support within 2 working days of TT			
19.2.3.3				Provide help desk / systems management data analysis: includes help desk management tool and outputs associated to trend analysis and help desk performance.	GOIM	X		0700-1700 daily on non-holiday workdays	Issue daily Performance Reports			
19.2.3.4				Provide timely notifications by the help desk of planned or unplanned system maintenance or degradation.	GOIM	X			Notifications sent no less than 24 hours prior to scheduled outage			
19.2.3.5				Process Installation Service Orders (program switch, update assignments, extend service to customer) and repair Trouble Tickets (test, troubleshoot, & repair).	GOIM	X		0700-1700 daily on non-holiday workdays				
19.2.3.6				Send out customer satisfaction surveys after completion of work.	GOIM	X		0700-1700 daily on non-holiday workdays	Surveys sent within 3 working days of work completion			
19.2.3.7				Review and analyze customer satisfaction surveys and initiate follow-up and corrective action..	GOIM	X		0700-1700 daily on non-holiday workdays	Follow-up with corrective action within 2 working days			
19.3		Desktop/Software Support Services				B	M					
19.3.1			Desktop Software Service									
19.3.1.1				Provide interoperable and integrated standard office automation desktop/server software.	GOIM	X		0700-1700 daily on non-holiday workdays				
19.3.1.2				Provide centrally funded software to all Army users or as part of a standard Army system.	GOIM	X		0700-1700 daily on non-holiday workdays				
19.3.1.3				Perform release management to include commercial software, standard software, beta, site license management, certificate of authenticity, and new system releases.	GOIM	X		0700-1700 daily on non-holiday workdays				
19.3.1.4				Provide the capability to electronically "push" software updates, security updates, vendor patches (service packs, service releases), JAVA's, etc. to end user devices, as well as, servers within the enterprise.	GOIM	X		0700-1700 daily on non-holiday workdays				
19.3.1.5				Maintain accountability for software licenses.	GOIM	X		0700-1700 daily on non-holiday workdays				
19.3.2			Software / Application Development for All Automation System Types									

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services.			AC3IM Baseline			PERFORMANCE MEASURES					
SERVICE #	SERVICE NAME	SAP	FUNCTION	TASKS	MDEP	BASLINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE	CAPACITY	WORKLOAD
19.3.2.1				Design, develop, and maintain all types of application systems using standard programming languages. Develop applications to support user requirements, but not limited to creation of the data models, databases, survey/add/update of reuse library, development of interfaces, application control logic, forms (screens), objects, reports, queries and menus (AW Network Enterprise Technology Command (NETCOM) Standard Information Systems Architecture and Common Operating Environment.			X						
19.3.2.2				Design and develop mainframe applications and bridges to meet local requirements.			X						
19.3.2.3				Plan tests, prepare test data, execute testing, identify, analyze and repair errors and retest an application or module prior to implementation and placing into production.			X						
19.3.2.4				Prepare, update and distribute end-user and/or system operators manuals that contain the product design and procedures and other relevant information necessary to use and administer the system. Also prepare, update and distribute on-line help facilities, technical manuals, Standing Operating Procedures (SOPs), instructions on the Army Standard software suite and maintain automation documentation and application software inventory documentation library.			X						
19.3.2.5				Assist users to identify information requirements and develop Statements of Work (SOW) that are consistent with user needs. Provide advice on automating functions, integrating requirements with existing capabilities, communication requirements, control and administration of systems, types of information management systems, operating systems, equipment, infrastructure compatibility. Also provide users with recommended equipment and software lists.			X						
19.3.3			Password Control Management										
19.3.3.1				Issue, maintain, and delete end-user device accounts and passwords.	GOIM	X		0700-1700 daily on non-holiday workdays	Issued within 1 work day of request; delete accounts on a weekly basis				
19.3.4			Computers and Peripheral Devices										
19.3.4.1				Acquisition and life-cycle replacement of end user devices to include computers, printers, lap tops, scanners, and other hardware			X						
19.3.4.2				Installation of end user devices to include computers, printers, lap tops, scanners, and other hardware	GOIM	X		0700-1700 daily on non-holiday workdays	Per established schedule				
19.3.5			IT Training										
19.3.5.1				Provide non-Smart Force end user training for standard office automation, MACOM-unique applications, and other software/hardware configuration implementation projects.			X						
19.3.6			Service Support										
19.3.6.1				Receive, document, assign, and monitor trouble tickets (TT).	GOIM	X		0700-1700 daily on non-holiday workdays	Open trouble ticket within 30 minutes of notification				
19.3.6.2				Process service orders (program switch, update assignments, extend service to customer) and Trouble Tickets (test, troubleshoot and repair) for all approved moves, adds, and changes (MAC) requirements	GOIM	X		0700-1700 daily on non-holiday workdays	Process Service Orders in 30 minutes or less				
19.3.6.3				Provide local touch labor (installing, troubleshooting, repairing, etc.)	GOIM	X		0700-1700 daily on non-holiday workdays	Touch labor support within 2 working days of TT				
19.3.6.4				Provide help desk / systems management data analysis; includes help desk management tool and outputs associated to trend analysis and help desk performance.	GOIM	X		0700-1700 daily on non-holiday workdays	Issue daily Performance Reports				
19.3.6.5				Provide timely notifications by the help desk of planned or unplanned system maintenance or degradation.	GOIM	X			Notifications sent no less than 24 hours prior to scheduled outage				

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services.			AC2IM Baseline			PERFORMANCE MEASURES				
SERVICE #	SERVICE NAME	SAP	FUNCTION	TASKS	MDEP	BASLINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE	CAPACITY
19.3.6.6				Send out customer satisfaction surveys after completion of work.	GOIM	X		0700-1700 daily on non-holiday workdays	Surveys sent within 3 working days of work completion			
19.3.6.7				Review and analyze customer satisfaction surveys and initiate follow-up and corrective action..	GOIM	X		0700-1700 daily on non-holiday workdays	Follow-up with corrective action within 2 working days			
19.3.6.8				Provide bills/invoices to customers for services received on a monthly basis.	GOIM	X		0700-1700 daily on non-holiday workdays				
19.3.6.9				Receive (monthly) payment from customers for reimbursable services.	GOIM	X		0700-1700 daily on non-holiday workdays				
19.4	Web Server and Web Access Services					B	M					
19.4.1			Web Hosting									
19.4.1.1				Host and administer web servers.	GOIM	X		24x7 (less scheduled down time)		Meet 99% reliability (as defined in IT Metrics)		Perf back serv
19.4.1.2				Provide a formal web application change management process to deploy and maintain web sites, portals, web pages, and customized applications	GOIM	X		0700-1700 daily on non-holiday workdays				
19.4.1.3				Monitor web pages and applications for security and standards compliance and verify that user developed web pages follow regulations (SOS and Department of Defense (DoD) web policy).	GOIM	X		0700-1700 daily on non-holiday workdays				Perf scan com
19.4.1.4				Monitor systems for disk usage, disk performance, and system performance.	GOIM	X		0700-1700 daily on non-holiday workdays				Perf scan
19.4.1.5				Configure operating system and web application services.	GOIM	X		0700-1700 daily on non-holiday workdays				Free disk space should be greater than 20% of disk capacity.
19.4.1.6				Manage user access controls	GOIM	X		0700-1700 daily on non-holiday workdays	New accounts within 2 working days of request			
19.4.1.7				Apply current operating system patches, as well as, security patches.	GOIM	X		0700-1700 daily on non-holiday workdays	Within 2 hours of receipt			
19.4.1.8				Ensure Information Assurance incidents are reported, e.g., registry hacks.	GOIM	X		24x7 (less scheduled down time)	Within 2 hours of receipt			
19.4.2			Web Site and Web Page Development and Maintenance									
19.4.2.1				Design, develop, and maintain static and dynamic web sites or portals using standard programming languages.			X					
19.4.2.2				Design, develop, and maintain web pages using standard programming languages.			X					
19.4.2.3				Provide web master services.			X					
19.4.3			Web Application Development									
19.4.3.1				Develop, deploy, and maintain web based applications.			X					
19.4.4			Proxy, Caching, and Web Filtering Service									
19.4.4.1				Maintain, update and operate web webpage monitoring and filtering systems IAW applicable laws and regulations.	GOIM	X		24x7 (less scheduled down time)				
19.4.4.2				Operate and maintain web proxy servers.	GOIM	X		24x7 (less scheduled down time)		Meet 99% reliability (as defined in IT Metrics)		
19.4.4.3				Monitor web proxy cache hit rate / disk usage daily performance.	GOIM	X		0700-1700 daily on non-holiday workdays				Perf
19.4.5			Service Support									
19.4.5.1				Receive, document, assign, and monitor trouble tickets (TT).	GOIM	X		0700-1700 daily on non-holiday workdays	Open trouble ticket within 30 minutes of notification			

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services.			ACSIM Baseline			PERFORMANCE MEASURES					
SERVICE #	SERVICE NAME	SAP	FUNCTION	TASKS	MODEP	BASLINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE	CAPACITY	WORKS
19.4.5.2				Process service orders (program switch, update assignments, extend service to customer) and Trouble Tickets (test, troubleshoot and repair) for all approved moves, adds, and changes (MAC) requirements.	GOIM	X		0700-1700 daily on non-holiday workdays	Process Service Orders in 30 minutes or less				
19.4.5.3				Provide local touch labor (troubleshooting, repairing, etc.)	GOIM	X		0700-1700 daily on non-holiday workdays	Touch labor support within 2 working days of TT				
19.4.5.4				Provide help desk / systems management data analysis: includes help desk management tool and outputs associated to trend analysis and help desk performance.	GOIM	X		0700-1700 daily on non-holiday workdays	Issue daily Performance Reports				
19.4.5.5				Provide timely notifications by the help desk of planned or unplanned system maintenance or degradation.	GOIM	X			Notifications sent no less than 24 hours prior to scheduled outage				
19.4.5.6				Send out customer satisfaction surveys after completion of work.	GOIM	X		0700-1700 daily on non-holiday workdays	Surveys sent within 3 working days of work completion				
19.4.5.7				Review and analyze customer satisfaction surveys and initiate follow-up and corrective action..	GOIM	X		0700-1700 daily on non-holiday workdays	Follow-up with corrective action within 2 working days				
19.4.5.8				Provide bills/invoices to customers for services received on a monthly basis.	GOIM	X	X	0700-1700 daily on non-holiday workdays					
19.4.5.9				Receive (monthly) payment from customers for reimbursable services.	GOIM	X	X	0700-1700 daily on non-holiday workdays					
19.5		File, Print & Mission Server Support Services				B	M						
19.5.1			Server Administration										
19.5.1.1				Provide system administration and operating system support for file, print, and common user application servers, server farms/banks.	GOIM	X		0700-1700 daily on non-holiday workdays					
19.5.1.2				Provide and install hardware, operating system, and software for file, print, and common-user applications servers, and server farms/banks.	GOIM	X		0700-1700 daily on non-holiday workdays	Per established schedule				
19.5.1.3				Support installation level, DA and DoD standard systems designated for centralized installation support (AW Computer System Configuration Baseline (CSCB)).	GOIM	X		0700-1700 daily on non-holiday workdays					Perform w/ backup
19.5.1.4				Install security information Assurance Vulnerability Alert (IAVA) patches on all servers and test and verify system is not adversely affected by patch.	GOIM	X		24x7 (less scheduled down time)	Within 2 hours of receipt of notification				
19.5.1.5				Create shared folders on a common server drive to enable a group of employees to share and work on same files.	GOIM	X		0700-1700 daily on non-holiday workdays					
19.5.1.6				Perform security checklists on operating systems and system backups for each server.	GOIM	X		0700-1700 daily on non-holiday workdays					Perform w/ backup
19.5.1.7				Monitor system logs, security logs, and application logs.	GOIM	X		0700-1700 daily on non-holiday workdays					At least on
19.5.1.8				Provide Microsoft Active Directory organizational unit (OU) administration	GOIM	X		0700-1700 daily on non-holiday workdays					
19.5.1.9				Maintain Storage Area Network, Network Attached Storage (e.g., home directories, workgroup shares)	GOIM	X		0700-1700 daily on non-holiday workdays		Meet 98% reliability (as defined in IT Metrics)		Free disk space should be greater than 20% of disk capacity.	Perform w/ backup and scan
19.5.1.10				Provide domain administration and service support for primary and backup domain controllers (PDC & BDC). (Login to network and operating system)	GOIM	X		0700-1700 daily on non-holiday workdays					
19.5.1.11				Manage dynamic allocation of Internet protocol (IP) address space.	GOIM	X		0700-1700 daily on non-holiday workdays					
19.5.1.12				Assign and maintain IP address database using DHCP or Static IP Addressing.	GOIM	X		0700-1700 daily on non-holiday workdays					
19.5.1.13				Maintain DNS tables and update tables. Maintain records of registered DNS registrations and set standard naming conventions for DNS registrations.	GOIM	X		0700-1700 daily on non-holiday workdays					

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services			AC3IM Baseline			PERFORMANCE MEASURES			
SERVICE #	SERVICE NAME	SIP	FUNCTION	TASKS	MDEP	BASELINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE
19.5.1.14				Develop and modify IP Assignment Schema.	GOIM	X		0700-1700 daily on non-holiday workdays			
19.5.1.15				Provide Domain Name Server (DNS) services that include the address resolution of Uniform Resource Locator (URL) to IP addresses.	GOIM	X		0700-1700 daily on non-holiday workdays		Meet 98% reliability (as defined in IT Metrics)	
19.5.1.16				Install, configure, and maintain DNS servers.	GOIM	X		0700-1700 daily on non-holiday workdays			
19.5.1.17				Maintain WINS server for windows networking name resolution.	GOIM	X		0700-1700 daily on non-holiday workdays		Meet 98% reliability (as defined in IT Metrics)	
19.5.2			Mission-Specific Server Administration								
19.5.2.1				System Administration for mission-specific servers			X				
19.5.2.2				Provide and install hardware, operating system, and software for mission-specific servers.			X				
19.5.2.3				Maintain Storage Area Network, Network Attached Storage (e.g., home directories, workgroup shares) for mission-specific requirements			X				
19.5.3			Other Servers								
19.5.3.1				Operate, maintain, and administer PDA, SMS (system management server), Streamed Video Server, Virtual Conferencing Server, Structured Query Language (SQL), and other servers.			X				
19.5.4			Printer Support								
19.5.4.1				Configure network printers.	GOIM	X		0700-1700 daily on non-holiday workdays	Within 3 hours of request		
19.5.5			Service Support								
19.5.5.1				Receive, document, assign, and monitor trouble tickets (TT).	GOIM	X		0700-1700 daily on non-holiday workdays	Open trouble ticket within 30 minutes of notification		
19.5.5.2				Process service orders (program switch, update assignments, extend service to customer) and Trouble Tickets (test, troubleshoot and repair) for all approved moves, adds, and changes (MAC) requirements	GOIM	X		0700-1700 daily on non-holiday workdays	Process Service Orders in 30 minutes or less		
19.5.5.3				Provide local touch labor (troubleshooting, repairing, etc.)	GOIM	X		0700-1700 daily on non-holiday workdays	Touch labor support within 2 working days of TT		
19.5.5.4				Provide help desk / systems management data analysis; Includes help desk management tool and outputs associated to trend analysis and help desk performance.	GOIM	X		0700-1700 daily on non-holiday workdays	Issue daily Performance Reports		
19.5.5.5				Provide timely notifications by the help desk of planned or unplanned system maintenance or degradation.	GOIM	X			Notifications sent no less than 24 hours prior to scheduled outage		
19.5.5.6				Send out customer satisfaction surveys after completion of work.	GOIM	X		0700-1700 daily on non-holiday workdays	Surveys sent within 3 working days of work completion		



COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services.			AC3IM Baseline			PERFORMANCE MEASURES			
SERVICE #	SERVICE NAME	SAP	FUNCTION	TASKS	MOEP	BASLINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE
19.5.5.7				Review and analyze customer satisfaction surveys and initiate follow-up and corrective action..	GOIM	X		0700-1700 daily on non-holiday workdays	Follow-up with corrective action within 2 working days		
19.5.5.8				Provide bills/invoices to customers for services received on a monthly basis.	GOIM	X		0700-1700 daily on non-holiday workdays			
19.5.5.9				Receive (monthly) payment from customers for reimbursable services.	GOIM	X		0700-1700 daily on non-holiday workdays			
19.6		Data Network Services				B	M				
19.5.1			External Networks								
19.5.1.1				Provide connection to external networks, to include but not limited to: NIPRNET, SIPRNET, Defense Switched Network (DSN), Public Switched Telephone Network (PSTN), Army Reserve Network (ARNET), Army National Guard Network (GUARDNET), Defense Research Engineering Network (DREN), Simulations Network (SIMNET), and Army Intranets within existing capability.	MXOB	X		24x7 (less scheduled down time)		At least 98% operational installation data network.	Nil until 17 (11 gre cin 80 an (1).
19.5.1.2				Provide additional network requirements beyond existing capabilities			X				
19.5.2			Virtual Private Network (VPN)								
19.5.2.1				Configure, implement and maintain VPNs for remote connections			X				
19.5.3			Coalition WAN								
19.5.3.1				Provide Coalition WAN service.			X				
19.5.4			Local Area Network (LAN) and Campus Area Network (CAN)								
19.5.4.1				Provide connectivity and operate SBU LAN between computers and associated devices for a specific user group within a small geographic area (within a building or several buildings). The LAN provides data communications, sharing of network attached devices (servers, computers, printers, plotters, disk drives, etc.), and sharing of data (software programs and files).	MXOB	X		24x7 (less scheduled down time)		At least 98% operational installation data network.	
19.5.4.2				Provide SBU LAN network expansion			X				
19.5.4.3				Provide connectivity and operate SBU CAN between LANs and computer resources within a limited geographic area. The CAN provides backbone transport across the network (including switching, routing, firewall, and web proxy & caching), sharing of computer resources, and access to the Wide Area Network (WAN), other Army networks, and the top level architecture (TLA).	MXOB	X		24x7 (less scheduled down time)		At least 98% operational installation data network.	
19.5.4.4				Provide SBU CAN network expansion			X				
19.5.4.5				Provide CAN and LAN classified user connectivity.			X				
19.5.5			Remote Dial-in Service (e.g., Terminal Server Access Controller System (TSACS)) & Terminal Server Services								
19.5.5.1				Provide and manage TSACS and Terminal Server access.	MXOB	X		24x7 (less scheduled down time)		Meet 98% reliability (as defined in IT Metrics)	

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services.			ACSIM Baseline			PERFORMANCE MEASURES			
SERVICE #	SERVICE NAME	SLP	FUNCTION	TASKS	MOEP	BASLINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE
19.6.5.2				Request, distribute, administer, and monitor usage of TSACS accounts.	MXCB	X		0700-1700 daily on non-holiday workdays			
19.6.5.3				Issue, maintain, and delete TSACS accounts (user ID and PIN).	MXCB	X		0700-1700 daily on non-holiday workdays	Issued within 1 work day of request; delete accounts on a weekly basis		On au di
19.6.6			Wireless LAN and Computer								
19.6.6.1				Provide LAN and computer service via wireless technology.			X				
19.6.7			Network Management								
19.6.7.1				Monitor the limited geographic CAN and LAN by utilizing enterprise management software to monitor network performance, analyze network activity, and maintain a high level of network availability. Perform network discovery and conduct fault analysis.	MXCB	X		24x7 (less scheduled down time)			
19.6.7.2				Conduct real-time events management on critical network infrastructure and monitor critical services.	MXCB	X		24x7 (less scheduled down time)			
19.6.7.3				Provide network utilization reports.	MXCB	X		0700-1700 daily on non-holiday workdays			
19.6.7.4				Manage network equipment/software to include configuration management and capacity management.	MXCB	X		0700-1700 daily on non-holiday workdays			
19.6.7.5				Install and maintain network equipment.	MXCB	X		0700-1700 daily on non-holiday workdays			
19.6.7.6				Troubleshoot and repair system problems involving Fixed Tactical Internet support and digital service range support.			X				
19.6.7.7				Upgrade network components.	MXCB	X		0700-1700 daily on non-holiday workdays			
19.6.8			Password Control Management								
19.6.8.1				Issue, maintain, and delete network accounts and passwords	MXCB	X			Issue accounts within 3 work days of request; delete accounts on weekly basis		
19.6.9			Service Support								
19.6.9.1				Receive, document, assign, and monitor trouble tickets (TT).	MXCB	X		0700-1700 daily on non-holiday workdays	Open trouble ticket within 30 minutes of notification		
19.6.9.2				Process service orders (program switch, update assignments, extend service to customer) and Trouble Tickets (test, troubleshoot and repair) for all approved moves, adds, and changes (MAC) requirements.	MXCB	X		0700-1700 daily on non-holiday workdays	Process Service Orders in 30 minutes or less		
19.6.9.3				Provide local common-user LAN and CAN touch labor (troubleshooting, repairing, etc.)	MXCB	X		0700-1700 daily on non-holiday workdays	Touch labor support within 2 working days of TT		
19.6.9.4				Provide help desk / systems management data analysis: includes help desk management tool and outputs associated to trend analysis and help desk performance.	MXCB	X		0700-1700 daily on non-holiday workdays	Issue daily Performance Reports		
19.6.9.5				Provide timely notifications by the help desk of planned or unplanned system maintenance or degradation.	MXCB	X			Notifications sent no less than 24 hours prior to scheduled outage		

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services.			ACSI/M Baseline			PERFORMANCE MEASURES			
SERVICE #	SERVICE NAME	SAP	FUNCTION	TASKS	MODEP	BASLINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE
19.5.9.6				Send out customer satisfaction surveys after completion of work.	MXCB	X		0700-1700 daily on non-holiday workdays	Surveys sent within 3 working days of work completion		
19.5.9.7				Review and analyze customer satisfaction surveys and initiate follow-up and corrective action..	MXCB	X		0700-1700 daily on non-holiday workdays	Follow-up with corrective action within 2 working days		
19.5.9.8				Provide bills/invoices to customers for services received on a monthly basis.	MXCB	X		0700-1700 daily on non-holiday workdays			
19.5.9.9				Receive (monthly) payment from customers for reimbursable services.	MXCB	X		0700-1700 daily on non-holiday workdays			
19.5.9.10				Provide mission-specific LAN touch labor (troubleshooting, repairing, etc.)			X				
19.7		Network Security Services				B	M				
19.7.1			Defense in Depth for the Total Network								
19.7.1.1				Plan, implement, and manage a Defense In Depth for the total network and/or enclaves within the network to include such items as: host and network intrusion detection, firewalls, proxy servers, desktop and server anti-virus programs, vulnerability scanning, content filtering, remote dial-in protection, and Defense Information Technology Security Certification and Accreditation Program (DITSCAP), DoD Instruction 5200.40, accreditation guidance and advice (IAW AR 25-2 and IA Best Business Practices (BBPs))	GOIM	X		0700-1700 daily on non-holiday workdays	Detect and report malicious/unauthorized activity up the CERT chain (local CERT to JTF) within 2 hours of detection	Meet 99.9% reliability (as defined in IT Metrics)	
19.7.1.2				Manage the Information Security (INFOSEC) Program and provide guidance (e.g., Information System Security Plan).	GOIM	X		0700-1700 daily on non-holiday workdays	Respond to customer requests for guidance within 48 hours		
19.7.2			Installation Network Security DMZ Service								
19.7.2.1				Provide an installation network security DMZ to protect installation assets, to include life cycle management of Information Assurance enclave devices.	GOIM	X		24x7 (less scheduled down time)		Meet 99.9% reliability (as defined in IT Metrics)	
19.7.2.2				Maintain firewall configurations and alerts; monitor attacks; and review audit logs.	GOIM	X		24x7 (less scheduled down time)	Detect and report malicious/unauthorized activity up the CERT chain (local CERT to JTF) within 2 hours of detection		
19.7.3			Information Assurance Vulnerability Alert (IVA)								
19.7.3.1				Manage the IVA/A program for all Installation and tenant activities.	GOIM	X		0700-1700 daily on non-holiday workdays			
19.7.3.2				Institute procedures for anti-virus system maintenance, virus detection, contact received from the Regional Computer Emergency Response Team (RCERT), incoming RCERT advisories or patches, and locally owned RealSecure detection.	GOIM	X		0700-1700 daily on non-holiday workdays			
19.7.3.3				Perform network or workstation scans and compile vulnerability reports to facilitate corrections.	GOIM	X		0700-1700 daily on non-holiday workdays	Vulnerability reports forwarded up the CERT chain as detected		

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services			ACSIM Baseline			PERFORMANCE MEASURES				
SERVICE #	SERVICE NAME	SLA	FUNCTION	TASKS	MOEP	BASLINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE	CAPACITY
19.7.3.4				Establish and execute the monitoring/reporting program (IAW AR 380-53).	GOIM	X		0700-1700 daily on non-holiday workdays				
19.7.3.5				Detect and report malicious and unauthorized activities.	GOIM	X		24x7 (less scheduled down time)	Detect and report malicious/unauthorized activity up the CERT chain (local CERT to JTF) within 2 hours of detection			
19.7.4			IA Inspection Program									
19.7.4.1				Perform IA oversight and inspections of IA Program.	GOIM	X		0700-1700 daily on non-holiday workdays				
19.8		ADP & Network Continuity of Operations (COOP) & OPLAN Support Services				B	M					
19.8.1			COOP Administration									
19.8.1.1				Implement and exercise COOP for critical portions of the automation infrastructure.	GOIM	X		0700-1700 daily on non-holiday workdays				
19.8.1.2				Prepare, monitor, and evaluate COOP with each DOIM supported tenant activity.	GOIM	X		0700-1700 daily on non-holiday workdays			Weekly backup stored at offsite location	
19.8.2			Disaster Recovery									
19.8.2.1				Restore critical automation services in event of disaster.	GOIM	X		0700-1700 daily on non-holiday workdays	Restore within 24 hours			
19.8.2.2				Maintain procedures to prepare for recovery of information from disasters and execute preparatory procedures.	GOIM	X		0700-1700 daily on non-holiday workdays			Weekly backup stored at offsite location	
19.9		ADP & Network Foundational Services				B	M					
19.9.1			Administration and Maintenance									
19.9.1.1				Maintain data base of all Installation IT plant-in-place drawings	GOIM	X						
19.9.1.2				Procure, install, administer, and monitor software solutions to track internet access from government devices. Block customer access to those internet sites that have been deemed inappropriate for use by a government owned and operated computer system.	GOIM	X						
19.9.2			Service Level Management									
19.9.2.1				Provide technical support to garrison service level agreement manager in defining the C4IM services to be provided, responsibilities of each party and service performance measures in support of ISA development.	GOIM	X						
19.9.2.2				Support the government in negotiations with DoD level activities and customer organizations, including depot tenant activities. The Interservice Support Agreements (ISA) will formally define the services to be provided, responsibilities of each party, the level and quality of the services provided and response times.	GOIM	X						
19.9.2.3				Prepare, coordinate, negotiate, monitor, measure, evaluate, and report baseline and above-baseline service delivery and support to leadership and customers.	GOIM	X						

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IIM services.			ACSIIM Baseline			PERFORMANCE MEASURES				
SERVICE #	SERVICE NAME	SLA	FUNCTION	TASKS	MDEP	BASLINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE	
19.9.2.4				Conduct financial analyses to determine total costs of services provided through the use of Activity Based Costing (ABC). Develop Service Level Agreements (SLA), define the services to be provided, responsibilities of each party, the level and quality of the services provided, response time and amounts and methods for reimbursement. Perform financial management of IT services functions and perform incident and problem management functions.	GOIM	X						
19.9.3			IT Metrics									
19.9.3.1				Report the requirements, availability, and performance to support service delivery and capabilities	GOIM	X						
19.9.4			IMA Productivity Management Review									
19.9.4.1				Provide input to the IMA Productivity Management Review	GOIM	X						
19.9.5			IT Planning									
19.9.5.1				Plan, define, and integrate the interdependencies of various IT programs, budgetary requirements, funding profiles, and prioritization of requirements for the campaign.	GOIM	X						
19.9.5.2				Develop a comprehensive IT Master Plan comprised of new system program plans, existing equipment modernization plans, and projected IT requirements.	GOIM	X						
19.9.5.3				Provide support for the installation information infrastructure Modernization Program (IMPI) (e.g., site surveys, data calls).	MU22	X						
19.9.5.4				Sponsor and convene the local Information Management Support Council (IFSC) (IAW DA Pam 25-1-1)	GOIM	X						
19.9.5.5				Develop COOP for critical portions of the automation infrastructure.	GOIM	X						
19.9.5.6				Develop plans to restore critical automation services in event of disaster.	GOIM	X						
19.9.6			IT Training									
19.9.6.1				Provide classroom facility and support for System Administrator/Network Manager training as required.	GOIM	X						
19.9.6.2				Provide training, written guidance, and conferences for Information Management Officers (IMOs) and others.	GOIM	X						
19.9.7			Engineering Data Management Support									
19.9.7.1				Maintain one of the Army systems for managing and storing engineering drawings (e.g., Joint Engineering Data Management and Control System).	GOIM	X						
19.9.7.2				Property accountability for network equipment.	GOIM	X						
19.9.7.3				Provide access to equipment maintenance contracts.	GOIM	X						